

Jim Doyle
Governor

Karen E. Timberlake
Secretary



State of Wisconsin
Department of Health Services

DIVISION OF LONG TERM CARE
BUREAU OF CENTER OPERATIONS
ADMINISTRATION BUILDING
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MADISON WI 53704-1197
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January 2010

Dear Prospective Applicant:

I am pleased to share with you an executive level employment opportunity as the Director of Central Wisconsin Center.

Central Wisconsin Center is located on the north side of Madison, Wisconsin on nearly 100 acres of woods and wildflower prairies near Lake Mendota. The 250 bed long term program, the expanding Medical Short Term Care Program and the Short-Term Intensive Treatment Program are staffed by over 800 health care professionals and developmental disabilities specialists. Many of these staff members are represented by a bargaining unit. The nearly 400 Resident Care Technicians are Certified Nursing Assistants. CWC buildings and grounds are well maintained due to an excellent facility support team. Last year CWC celebrated its 50th anniversary.

The CWC medical partnership with the University of Wisconsin Hospital and Clinics is a critical component of a program of active treatment for individuals with profound intellectual disabilities. Additionally, most of the people who live at CWC are people with a combination of chronic genetic and metabolic disorders, severe physical deformities, and a susceptibility to acute illness. A dedicated and fully staffed health care team skillfully meets individual health care needs with professionalism and compassion.

In addition to the long term care program, there are two active short term programs. The medical short term care unit is a small, 10 bed unit with nearly 200 admissions and discharges annually. The intensive treatment program is a 10 bed unit for persons with an intellectual disability and who need psychiatric and/or psychological supports to better live in their own homes and communities.

CWC is the only ICF/MR nationally to participate in a quality improvement program based on the Malcolm Baldrige National Quality Criteria.

The Center Director reports to the Director of the Bureau of Center Operations (BCO) who is responsible for the overall administration of the three State Centers. The Center Directors work interactively and closely with the BCO to develop and implement enterprise wide systems for short term services and quality improvement processes as part of a statewide system.

For over 15 years Madison, Wisconsin has consistently been listed as one of the best places to live in America due to proximity to the University of Wisconsin, the State Capitol, a great public education system, geographic proximity to large Metropolitan areas like Chicago and Minneapolis and small town ambiance with larger city amenities.

Wisconsin.gov

For more information about the programs and services at CWC please see the Annual Report at <http://dhs.wisconsin.gov/cwc/publications/annualreport/AR2009.pdf>. For application materials please go to www.wisc.jobs and search for Institution Superintendent Director for Central Wisconsin Center.

Sincerely,

Theodore J. Bunck, Ph.D.
Director
Bureau of Center Operations



Central Wisconsin Center

Annual Report 2009

1959-2009

Happy 50th Central Wisconsin Center



VISION STATEMENT

People Caring for People

We support people with developmental disabilities to achieve their full potential by enhancing human development, health, environment and quality of life.

MISSION STATEMENT

Central Wisconsin Center, as a resource center of excellence for citizens with developmental disabilities, provides state-of-the-art services in outreach, education, assessment, short-term admissions, and residential services.

Central Wisconsin Center Five-Year Strategic Plan, Themes, Priorities, and Goals for 2005-09

Strategic Theme: Satisfying Customers

- Strategic Priorities:**
- Quality of life/quality of care/excellent health care outcomes
 - Outstanding opportunities for individual growth and development
 - Environment of respect, dignity, safety
 - Person-centered services

Strategic Goal: Assure that each individual who lives at CWC (customer) is consistently satisfied with their opportunities for personal growth and their quality of life in a person-centered environment of respect, dignity, health and safety.

Strategic Theme: Making the Center a Great Place to Work

- Strategic Priorities:**
- Employee recruitment and retention
 - Respectful work culture/functional teams
 - Employee satisfaction/employee training/advancement/succession planning

Strategic Goal: Make CWC a great place to work by consistently maintaining a vibrant, skilled, enthusiastic and diverse workforce in a respectful, supportive, team-based, work culture that values employee input, participatory management and employee empowerment.

Strategic Theme: Creating our Future

- Strategic Priorities:**
- Partnerships with stakeholders
 - Increased, specialized short term services
 - Resource center of expertise and specialized knowledge
 - Public relations
 - Organizational responsiveness
 - Eliminate health disparities

Strategic Goals: Create an organizational environment that tracks and responds to Wisconsin's changing governmental and consumer needs with agility and creativity.

Effectively respond to emerging trends and needs of stakeholders, including the transition of decreasing long-term care programs and increasing specialized, short-term services, which support people living in the most integrated settings.

Enhance the Center's role as a national model and professional repository of expertise, which consistently exceeds contemporary standards of practice.

Strategic Theme: Improving our Organization

- Strategic Priorities:**
- Baldrige National Quality Criteria/Wisconsin Forward Award
 - System management teams
 - Organizational alignment and planning
 - Communication
 - Operational Efficiencies

Strategic Goals: Adhere to the Baldrige Quality Criteria and participate in the Wisconsin Forward Award improvement program.

Maintain cost effective, value-added services, and focus organizational resources on direct services and programs by minimizing administrative costs and attaining operational efficiencies.

CORE Values of Central Wisconsin Center (CWC)

Person-Centered

A person-centered philosophy guides our approach to treatment and support strategies. We maximize individual potential by our focus on human development, health, environment, and quality of life.

Respect and Dignity

We believe that all people are of equal human value. We believe that each person is unique in talents and abilities. We believe that everyone deserves quality service. We celebrate the diversity of the people who live and work at CWC.

Dedication

We are responsive to our customers, passionate in our advocacy, principled in our approach, and responsible in our actions.

Excellence

We strive for excellence and seek continuing improvement in all we do.

Collaboration and Partnership

We promote inclusion and participation in a team-focused environment. Together, we seek creative approaches to common issues.

Community

We are a learning community devoted to increasing knowledge of best practices. We achieve success when sharing and integrating this knowledge into the broader community.

Safety

We are committed to the safety of the people who live and work at CWC.

Jim Doyle
Governor

Karen E. Timberlake
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State of Wisconsin
Department of Health Services

DIVISION OF LONG TERM CARE

CENTRAL WISCONSIN CENTER
FOR THE DEVELOPMENTALLY DISABLED
317 KNUTSON DRIVE
MADISON WI 53704-1197

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November 17, 2009

Susan Crowley
Division Administrator
1 West Wilson, Room 550
Madison, WI 53703

Dear Ms. Crowley:

Attached please find the Fiscal Year 2009 (July 1, 2008-June 30, 2009) Central Wisconsin Center (CWC) Annual Report for your review - it has been quite a year!

Foremost, the CWC 50th anniversary was celebrated on June 8, 2009 to commemorate the day, 50 years ago, when CWC admitted the first person to the Center. If ever there was a day that will stand out in our organizational history, it is the celebration of the CWC 50th anniversary. Secretary Karen Timberlake made a wonderful speech and we were joined by hundreds of employees - past and present, parents, and friends. In fact, 2009 was punctuated with many wonderful 50th anniversary celebratory events.

During late FY 2009, the Center was notified of receipt of the Wisconsin Forward Award for quality improvement. Upon presentation of the award, and in her written statement, Secretary of Workforce Development Roberta Gassman said it all when she stated that "CWC represents *public service at its best!*"

Daily operations have never been better. One reason is because there was no need to put the "Now Hiring" sign up. We were nearly fully staffed all year long.

In 2009, CWC joined the WSEU to embark on a shared planning process to make an already outstanding organization even better. Secretary Karen Timberlake, Deputy Secretary Mark Thomas, Division Administrator Sinikka Santala, and Deputy Division Administrator Fredi Bove joined officials from WSEU and Council 24 to make this event go very well.

This year we have consistently received positive feedback about our growing short term programs including the Medical Short Term Care Unit and the Short Term Assessment Program.

A new challenge for us this year is the rollout of Family Care and how we interface with our customers as we develop new contracts for short term Center services.

In FY 2009, we revitalized our Volunteer Services program, embedded a great quality improvement program, continued succession planning, and improved our partnership with UW hospital and clinics, and the UW emergency room.

Thanks to great facility support and shared services with MMHI, the campus and 50 year old building infrastructure are in great shape.

We are proud to give back to our community by setting new records in donations for Partners in Giving and "Stuff the Bus" for local school children, supporting our troops overseas, recognizing our employees, helping stock the community food pantry, and hosting Red Cross blood drives.

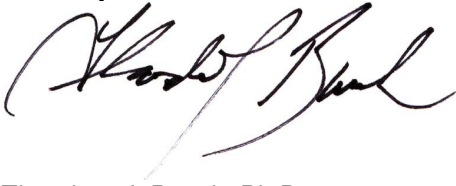
Under the able leadership of CWC Deputy Director Mitzi Morehouse, the Administrative Staff, Unit Directors, and our Quality Improvement Directors, the Center has had one of the best years in recent memory. Without their steady and thoughtful leadership we would not be the outstanding organization we are today.

These accomplishments and many others are highlighted in the attached report.

Wisconsin.gov

It continues to be an honor and privilege to serve as part of this fine organization.

Sincerely,

A handwritten signature in black ink, appearing to read 'Theodore J. Bunck', written in a cursive style.

Theodore J. Bunck, Ph.D.
Center Director
Bureau of Center Operations

Administrative Staff & Unit Directors



Row 1: Director Theodore Bunck, Ph.D., Deputy Director Mitzi Morehouse, Medical Director Jeff Marcus, Nursing Director, Kathi Steele, Social and Community Services Director Jan Holling, Row 2: Director of Psychology Greg Kesling, Human Resources Director Robin Gruchow, Business Services Cynda Solberg, Director's Assistant Sue Atkinson, Unit Director Debbie Kuehn, Row 3: Unit Director Sue Gruchow, Unit Director Carol Walker, Unit Director Dave Esser, Unit Director Bob Holzman, Rehab Services Director Kim Coplien, Unit Director Lilly Tenebruso

Wisconsin Department of Health Services

Division of Disability and Elder Services

Central Wisconsin Center for the Developmentally Disabled

Theodore J. Bunck, PhD, Director

ADMINISTRATIVE STAFF

Sue Atkinson, Assistant to the Director

Kim Coplien, Physical Therapy Program Supervisor

David Esser, Unit Director

Robin Gruchow, Human Resource Director

Susan Gruchow, Unit Director

Janice Holling, Social and Community Services Director

Robert Holzman, Unit Director

Gregory Kesling, Program and Services Director

Jeffrey Marcus, MD, Medical Director

Diana Morehouse, Deputy Director and Director of Resident Living

Cynda Solberg, Management Services Director

Kathlyn Steele, Nursing Services Director

Lillian Tenebruso, Unit Director

Carol Walker, Unit Director

Intranet: <http://dhfsweb/cwc/>

Internet: <http://dhs.wisconsin.gov/cwc/>

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TABLE I
Population Statistics

<u>STATISTICAL INFORMATION</u>	<u>FISCAL YEAR 2008</u>	<u>FISCAL YEAR 2009</u>
AVERAGE DAILY POPULATION	278.4	265.0
UNITS OF SERVICE PROVIDED	101,882	96,743
ADMISSIONS		
TOTAL	216	200
Short Term	216	200
Care and Treatment	0	0
DISCHARGES		
TOTAL	233	207
Short Term	226	201
Care and Treatment - CIP	7	6
Care and Treatment - Other	0	0
PLACEMENT LOCATION		
Own Home	161	140
Foster Home	17	17
Group Home	23	10
Supportive Home Living	3	3
Adult Family/Adult Foster Home	19	6
Community Based Residential Facility	4	2
ICF-MR	0	1
Other	5	8
DEATHS	5	0

DEMOGRAPHICS OF POPULATION ON JUNE 30, 2009

On June 30, 2009, the average age of the clients in-house was 44.7 years. The oldest person was 93 years old; the youngest person was 5 years old. The population was 52.5 percent male and 47.5 percent female.

TABLE II
Population Distribution Levels as of June 30, 2009

Chronological Age Groups and Ambulation Levels		Level of Retardation						
		Mild	Moderate	Severe	Profound	TOTAL	% Age Group	% Total
0-5	W	0	0	0	0	0	-	0
	MS	0	0	0	0	0	-	0
	MA	0	0	0	0	0	-	0
	subtotal	0	0	0	0	0	-	0
	%AG	-	-	-	-	-	---	---
	%TP	0	0	0	0	0	---	---
6-12	W	0	0	0	1	1	25.0	0.4
	MS	0	0	0	0	0	0	0.0
	MA	0	0	0	3	3	75.0	1.1
	subtotal	0	0	0	4	4	100.0	1.5
	%AG	0	0	0	100.0	100.0	---	---
	%TP	0	0	0	1.5	1.5	---	---
13-18	W	0	0	0	0	0	0.0	0.0
	MS	0	0	1	0	1	16.7	0.4
	MA	0	1	0	4	5	83.3	1.9
	subtotal	0	1	1	4	6	100.0	2.3
	%AG	0	16.7	16.7	66.6	100.0	---	---
	%TP	0	0.4	0.4	1.5	2.3	---	---
19+	W	0	0	4	45	49	19.4	18.6
	MS	0	0	0	25	25	9.9	9.5
	MA	0	0	5	174	179	70.7	68.1
	subtotal	0	0	9	244	253	100.0	96.2
	%AG	0	0	3.6	96.4	100.0	---	---
	%TP	0	0	3.4	92.8	96.2	---	---
TOTAL POPULATION	W	0	0	4	46	50	---	19.0
	MS	0	0	1	25	26	---	9.9
	MA	0	1	5	181	187	---	71.1
	total	0	1	10	252	263	---	100.0
	%TP	0	0.4	3.8	95.8	100.0	---	---

W Walks upright with or without some degree of difficulty. Walks on level surfaces, may need assistance with stairs but gets to activities by walking.

MS Nonambulant but moves by self, scooting or crawling, or moves with aid such as walker, crutches, or wheelchair. Can get to activities on level surfaces by self with only minimal assistance.

MA Moves only with assistance. Uses special equipment such as cart, walker, relaxer, Hogg or wheelchair for mobility. May scoot or crawl but cannot move self to an activity on level surface.

%AG Percent of age group.

%TP Percent of total population

ALL NUMBERS ARE ROUNDED TO NEAREST DECIMAL DIGIT.

TABLE III
Costs-FY 2009
(July 1, 2008-June 30, 2009)

Total FY09 Expenditures - \$70,736,588.00

Average Cost per Person
(Based on FY09 average daily census=265.05)

Daily FY09 Average per person - \$731.00

Monthly FY09 Average per person - \$22,240.00

Annual FY09 Average per person - \$266,880.00

TABLE IV
FY2009 Staffing

OFFICE OF THE DIRECTOR = 10.70	
Institution Director	1.00
Administrative Support	3.00
Human Resources	7.70
MANAGEMENT SERVICES = 143.10	
Institution Management Services Director	(1.00)
MMHI FTE (Shared Position - MMHI and CWC)	
Mgt. Information Services	4.50
Communication Services	6.00
Business Office / Stores	8.00
Facility Services	16.00
Environmental Services	67.80
Food Services	44.30
SOCIAL AND COMMUNITY SERVICES = 10.00	
Social and Community Services Director	1.00
Social and Community Services	10.00
MEDICAL SERVICES = 65.40	
Medical Services Director	1.00
Administrative Support	1.00
Lab Services	2.00
Rehabilitative Services	2.00
Physical Therapy	9.90
Occupational Therapy	13.60
Rehabilitative Technicians	6.00
Respiratory Therapy	9.00
Pediatric Service	1.00
Pharmacy	8.40
Dental Service	3.00
Psychiatric Services	1.00
Medical Staff	1.50
Peer Review	5.00
Medical Transcription Services	2.00

NURSING SERVICES = 66.10

Director of Nursing	1.00
Administrative Support	1.00
Nursing Services	11.70
Short Term Care / Central Supply.....	27.40
Charge / Float Services	11.50
Staff Training and Development	6.40
Area Assistant	4.00

RESIDENT PROGRAMS = 492.50

Deputy Institution Superintendent.....	1.00
Institution Treatment Director	1.00
Resident Living Administrative Support	3.00
Resident Living.....	411.50
Adult Programs	38.10
QMRP Services.....	12.80
Volunteer Services	2.00
Psychological Services.....	11.30
Education	8.00
Religious Services.....	.50
Communication Development.....	4.00

TOTAL FTE = 791.90

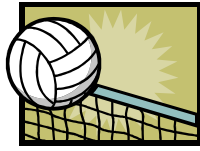
On Hold and/or Vacant..... 72.99

GRAND TOTAL of BUDGETED FTE = 864.89

CENTER PROGRAMS

Adapted Physical Education
Adult Vocational Therapy Services
Audiovisual Services Department
Cardinal School / Education Services
Communication Development
Dental Clinic
Environmental Services
Facility Services
Food Service
Foster Grandparent Program
Medical Services
Music Therapy
Nursing Services
Pharmacy Services
Psychological Services
Quality Improvement Department
Qualified Mental Retardation Professionals
Rehabilitation Services
Religious Services
Resident Living
Social Services
Staff Training and Development
Take Your Child to Work Day
Therapeutic Recreation
Transportation Services
Volunteer Services

Adapted Physical Education



PROGRAM HIGHLIGHTS

Adapted Physical Education (APE) at Central Wisconsin Center (CWC) is a diverse program that includes developmental activities, fundamental movement skills, object manipulation skills, perceptual stimulation, aquatics, and health and wellness. All activities are adapted to meet the interest, capabilities and limitations of individual students. Student motivation, social interaction, communication development and self-esteem are considered an essential part of the total program.

The APE staff consists of one full-time Adapted Physical Education Teacher. Sessions were held one to two times per week, for one hour each per student. Seven school-age students were served through the Cardinal School APE program during this report period.

Sessions included the following:

- **Greeting:** To promote social interaction skills.
- **Warm Up:** To stimulate arousal levels through rhythmical movement and vestibular stimulation.
- **Range of Motion:** To increase flexion and extension of upper extremities in preparation for activity.
- **Skill Development:** To increase motor skill repertoire and cognition through adapted activities.
- **Cool Down:** To promote relaxation through music listening and closure to the session.

Students participated in aquatics, outdoor games, adapted games, scrabble, bowling, interpretive dance ("A Hootenanny" theme), health / wellness, olympics, adapted basketball, sensory stimulation (holiday tree walk) and sports appreciation. Seven Individualized Education Plans (IEP's) were completed for school-age students this report period.



The APE program also serves school age students enrolled in CWC's Short-Term Assessment Program (STAP). The number of students varies based on the program's current census. One hundred and six students have been served to date; 23 students have been served during this report period. Activities are designed to be age specific and individualized according to the student's skill and developmental level. The APE Teacher assesses and writes evaluations on all students served in the Medical Short Term Care Program.

In addition to the school-age students, APE served fifty adults through its Lifetime Sports and Fitness Program (LSFP). The program focus is on health and wellness, and the benefits gained from long-term participation in lifetime activities. Students enrolled in the program participated in health and wellness activities, outdoor games, adapted games, interpretive dance ("A Hootenanny" theme), adapted



basketball, aquatics and sensory motor activities. Staff completed 200 Quarterly Reviews and 50 Annual Reviews on adults enrolled in the LSFP this report period. Seven athletes from CWC participated in the Wisconsin Special Olympics program through APE. Following numerous practice sessions, athletes competed at the area level in ramp bowling. During this year's awards ceremony, 2nd through 7th place ribbons were presented to CWC athletes. Participation in Special Olympics enabled these athletes to feel the thrill of being a special Olympian, meet new friends and be involved in a well-organized event, which included parent involvement, individual competition and awards. This report period marked the fortieth year of APE's involvement in Wisconsin Special Olympics.



Adapted Physical Education is a practicum site for students from the University of Wisconsin-Madison pursuing a degree in Physical Education/Adapted Physical Education. One U.W. student completed a practicum experience in APE at CWC this report period.

The APE program provides CWC tours as requested, as well as observation sessions for Occupational and Physical Therapy Interns. The program is a member of a CWC Community Training team, which provides information regarding APE, Music Therapy, Recreation and Community Integration to organizations throughout the State. APE also participates in "Take your Child to Work Day," offering activities and information regarding the field of APE. The APE program coordinates and assists with large group events, i.e., dance festivals and Center-wide Special Event activities. During this report period, APE staff helped coordinate and assist with the 50th Anniversary celebration of Central Wisconsin Center.

Adult Vocational Therapy Services

PROGRAM HIGHLIGHTS

Central Wisconsin Center (CWC) has an established Adult Vocational Therapy Program comprised of nine staff members with the purpose of providing work-oriented learning experiences for individuals who live at CWC. The department consists of three Pre-Vocational Therapists, and six Pre-Vocational Therapy Assistants.

The program focuses on individuals who are 21 years of age or older. Upon team request, the program will also serve individuals who are school aged. Participants are referred through the team process. Once a referral is made, the individual is assessed using the CWC Vocational Assessment tool, and if appropriate, placed in a work site.

Central Wisconsin Center is certified and licensed by both the U.S. Department of Labor and the Wisconsin Department of Workforce Development. These licenses are renewed on a routine basis and allow participants of the program to receive special minimum wages for all work completed. There are over 35 different jobs for the participants to complete, according to their ability and interest.

During the past report period, 46 individuals participated in the program, earning a combined total of \$4105.00. This was an increase of \$610.00 from the last report period. The individuals are paid a special minimum wage that is approved by the Wisconsin Department of Workforce Development and the U.S. Department of Labor. The wage is determined by a prevailing wage in the community for similar work. It is then broken down to a "piece rate" via a time study to accurately determine the rate. The individuals are paid for the portion of the work that they are able to complete on the piece rate system. A payroll system is in place to compute and make sure the individuals are paid correctly. The money is then deposited into their personal accounts for use on community outings, special activities, or other personal items.

Building 6 Vocational Site

The Building 6 site serves over 30 individuals residing in Stevens Hall (Living Unit 1), Scheerenberg Hall (Living Unit 2), Aylward Hall (Living Unit 3), Arthur Hall (Living Unit 4), and Gee Hall (Living Unit 5). Most participants work on a 1:2 staff to participant ratio.

A new initiative for this work site includes recycling steel cans from Food Service. As reported last year, the Vocational Program is working in partnership with the CWC Green Committee to improve recycling at CWC. The cans are sent to the Building 6 site to have lids removed and then manually crushed to decrease the amount of space taken in the recycle bin. A new can crusher was developed during the past report period. Using pneumatics, individuals are able to crush the cans using a switch to activate the can crusher. The participants in this activity are keeping up with the workload and appear to enjoy watching the can opener and can crusher. Approximately 3,232 cans were recycled through this new program.

Another initiative in the Building 6 worksite is a project to improve staff knowledge of recycling paper at CWC. A recycle bin was placed at each network printer and copy machine. Along with the bin, directions of how to recycle office paper were provided. This was done to improve staff knowledge of various paper recycling programs at CWC and to decrease the amount of time staff spend sorting paper for resident jobs.

Assessments were completed on all individuals in the program as part of the annual review process. During the past year one individual was discontinued from this program as he attends an off-campus contracted service and one individual was discontinued from this program due to her medical health status. One individual was added to the afternoon schedule. Fifteen time studies were completed during this year, and the prevailing wages were adjusted.

Central Wisconsin Center workers had a productive year this past report period:

- Approximately 5900 pounds of paper was collected around the campus for recycling.
- Approximately 540 dozen-fire helpers were sold in the lobby of the Administration Building.
- Approximately 9225 pounds of cardboard were recycled and shredded to be used for gardening
- 8700 Target Pins were sold to archery vendors
- Approximately 8000 pounds of product were recycled for Recycle America projects
- Approximately 615 pounds of copper were recycled for Bourne Automotive in Janesville

Other completed work tasks include but are not limited to clerical jobs of collating, labeling, stapling and laminating; deliveries of napkins and scratch pads to each living unit; button production per special request; recycling aluminum cans; sorting work products; cutting labels, diaper strings and bib strings for CWC sewing room; and breaking down cardboard pop flats to be recycled.

Murphy Hall Vocational Site

The purpose of vocational programming offered in the Murphy Hall program is to provide a paid work experience for individuals who are assuming emerging adult-roles of having employment.

The benefits of participation in a real work experience affect quality of life in many areas:

- Regular participation gives individuals a day-to-day purpose to be productive and earn a wage, which has a positive effect on their self-esteem and dignity.
- Inclusion in vocational programming increases an individual's opportunities for social interactions and developing new relationships with their supervisors and with co-workers.
- Individuals are assessed to identify their strengths and interests as they relate to work skills and then matched to a job that accentuates the strengths and maximizes independence.
- Individuals work on achieving an individualized work goal designed to enhance and facilitate learning of new work skills and increasing independence.
- Regular participation in a structured program aids in transition to a community day program
- Individuals have access to a variety of assistive technology, switches, and jigs to perform their jobs. A new jig used to stuff Fire Helpers has increased yearly production to 9,000 individual Fire Helpers.
- Individuals are given choices of jobs, snacks and alternate activities.

New initiatives this year:

- Placement of one individual as an office helper performing clerical skills one day per week in Community Services utilizing skills in collating, labeling, laminating, and shredding.

- Bloom “to” Go Summer project designed to get individuals outside to care for and pick flowers from the garden. The project uses discarded water bottles as vases that are cut and then decorated with raffia bows and filled with flowers. The bouquets are available one morning a week in a central area for pick-up and for special occasions upon request.



- Four in-house referrals for assessment and twelve Annual Reviews were completed. The program also serves as an assessment and worksite for individuals in the short-term care programs:
- Nineteen referrals for assessment were completed this year for individuals in STAP, STCU and DEC.
- 167 hours of programming provided for individuals in short-term care programs..

New work initiatives this year focused on developing a partnership with the Family Care Initiative in Wisconsin by defining the services we offer in our short-term care programs.

- Individuals who are age 14 – 21 years old are evaluated for work-related skills for the purpose of aiding in post-high school transition planning and pre- vocational skill training. The evaluation consists of review of academic strengths, vocational standardized pre-skill assessment and direct observation of vocational skills and behaviors during simulated work tasks and experiences.
- Individuals who are over 21 years old participate in daily vocational/day programming to provide continuity with their daily routine in the community. Assessment of learning styles, pre-vocational skills and behaviors relating to functioning in vocational and day

program settings is done through direct observation of the individual in the workshop setting.

- Individuals who express a goal of achieving paid employment and demonstrate the necessary job skills have the opportunity to participate in a work experience on-grounds in Staff Training and Development or in Food Service/ Bistro during their admission.
- Money management skill assessment.

Audiovisual Services Department

PROGRAM HIGHLIGHTS

The Audiovisual (AV) Services Department was established in 2005 to create training materials, provide photographic services, create & distribute webcasts, manage digital media, and provide support for a variety of technologies used by all departments at Central Wisconsin Center (CWC). The AV Department has cataloged CWC's collection of videos in a searchable database and labeled the videos according to a single clear, legible standard. In 2009, the AV Department completed an inventory of all audiovisual equipment at CWC, including TVs, DVD players, stereo systems and projectors. The inventory is searchable and is being made available to all supervisory staff.

In 2009, the AV Department completed 57 video creations, 24 video duplications, 37 equipment setups, 27 photography assignments, 26 designs of posters, brochures, and slideshows, fourteen webcasts, and ten repairs.

Cardinal School

PROGRAM HIGHLIGHTS

Cardinal School is fully accredited by the Wisconsin Department of Public Instruction. The Department of Health Services is our school district. Special Education services are provided for all students living at Central Wisconsin Center (CWC), through age 21. Each student has an Individual Education Program (IEP) that serves as the guide for classroom programming. The curriculum is primarily sensory based with attention given to developing and improving communication, social and cognitive skills. Attention is also given to Transition Services for students. Students also receive Adapted Physical Education, Music Therapy, Occupational and Physical Therapy. One classroom is located in MH and has five students enrolled in a full day program.

Cardinal School teachers also provide services to school age individuals who come to CWC through the Short Term Assessment Program (STAP) and the Medical Short Term Care Unit (MSTCU). In the case of STAP, students are enrolled in school with the primary focus on completing an education evaluation. Most students stay under 30 days. If that time frame is exceeded, the student is formally enrolled in Cardinal School and an IEP team is convened. Students in the MSTCU are admitted for short durations, usually due to medical concerns. Each school age individual is assessed and if appropriate, enrolled in school. School services may be provided at bedside or in the classroom.

Communication Development

PROGRAM HIGHLIGHTS

The Communication Development Department's fundamental goal is to stimulate development of communication skills in all individuals served at Central Wisconsin Center (CWC). This includes expansion of language comprehension skills and the development of language used for self-expression. Speech-Language Pathologists (SLP) are responsible for teaching personalized systems of expressive language that meet the individual's needs including object communication systems, picture communication boards, electronic communication devices, and sign language. Individuals are taught strategies for gaining a person's attention, greeting, requesting, indicating preferences, making choices, commenting, responding, and taking turns. Individuals who are verbal are taught new vocabulary, appropriate pronoun use, how to combine words into phrases and sentences, sequencing skills, social communication skills, and strategies to increase speech intelligibility. The Communication Department provides screening, assessment, consultation and therapy to all individuals in need of services. Training is provided to both CWC staff and community agency personnel regarding an individual's communication program. The Communication Department provides supervision to second year University of Wisconsin (UW) -Madison graduate students. The semester-long practicum experience trains students how to work with people who have developmental disabilities.

Evaluation and Therapy:

During FY09, four SLPs provided 636 hours of individual therapy, 48-3/4 hours of group therapy, and 1,009 1/2 hours of both individual and group therapy sessions. Staff screened 47 individuals and evaluated eight individuals who live at Central Wisconsin Center who do not get active therapy services. One hundred and twenty-five Developmental Evaluation Clinics (DEC), Medical Short-Term Care Unit (MSTCU), and Short-Term Assessment Program (STAP) community clients were evaluated and programs were designed to meet their communication needs. Parents and community providers were trained to carry out recommended communication programs. A consulting audiologist, affiliated with the Waisman Center, performed 214 hearing evaluations. A total of 2,925 hours of direct services were provided this year.

Training

Speech-Language Pathologists provided 25-3/4 hours of formal in-service training regarding communication methods to CWC staff. Staff also provided 119 1/4 hours of training and consultation to parents, teachers and community providers. Four hundred and sixty-four hours of supervision were provided to two UW-Madison students.

Dental Clinic

PROGRAM HIGHLIGHTS

The Dental Clinic is staffed with a full-time Dentist, a full-time Dental Licensed Practical Nurse (LPN) and a full-time Dental Assistant. The Dental Clinic provides dental care and treatment to all individuals living at Central Wisconsin Center (CWC). Treatments include exams, cleaning and prophylaxis, x-rays, restorations, root canal therapy and extractions. In an effort to promote good oral health, the Dental Clinic schedules visits on a six-month basis.

To assist in reducing the stress of a dental visit, unit staff completes an assessment form prior to appointments. The Dental Staff implements suggestions to increase relaxation. Some suggestions include favorite music, massage and facial desensitization.

Upon request, dental services are also provided to individuals at CWC for short-term admissions. There were approximately 165 appointments for short-term clients during the year.



CWC Dental Staff

Environmental Services

PROGRAM HIGHLIGHTS

Laundry Department

Central Wisconsin Center's (CWC) in-house laundry processed approximately 4,000,000 pounds of soiled linen in FY09.

In September 2008, CWC contracted with Mendota Mental Health Institute to process all of the laundry needs of that facility. Central Wisconsin Center has been able to meet the laundry needs and conform to the guidelines from the Division of Quality Assurance.

Housekeeping/Transportation Department

The Housekeeping and Transportation Department picked up and transported 270.68 tons of trash generated by CWC in FY09. Central Wisconsin Center's cost for trash pickup is \$35.15 per ton equaling \$9514.40. This resulted in 35 hauls at \$99.15 per haul equaling \$3470.25. The 40 yard trash compactor is leased from Waste Management for \$100.00 per month equaling \$1200.00. Central Wisconsin Center recycled 21.94 tons of mixed paper and 6.98 tons of commingle (glass, plastic, and tin) at \$100.10 per load equaling \$3003.00 for FY09. Waste Management charges CWC \$100.00 per month for the lease of each of these compactors.

Central Wisconsin Center recycled 16.46 tons of steel to Samuel's Recycling Company.

Central Wisconsin Center is responsible for generating and managing 306 pounds of infectious waste in FY09. The waste is incinerated by Madison Energy Recovery Inc. at a cost of \$70.00 per month equaling \$740.00 per year.

Sewing Department

The CWC Sewing Department, staffed by 4.5 seamstresses, continued to supply the Laundry Department with large and medium diapers, clothing protectors and bed pads to fill the carts daily for each area at CWC.

The Sewing Department's yearly production was 2016 large diapers, 1946 medium diapers, 723 bed pads, and 573 clothing protectors. To help in cutting out the large amount of fabric a new powered fabric cutter was purchased. The item also reduces repetitive motion exposure. To further reduce environmental issues a filtration system was purchased to reduce the fabric dust exposure. A large ceiling mount unit was purchased to capture the large particles as well as a floor mount unit that further filters out the dust.

Drapery production increased this year as many living units have changed their older draperies to a newer and easier drapery system. To meet individual privacy the department created privacy curtains for many living units.

The department also provides services to MMHI. This includes mending, manufacturing specialty items and special padding needs

Facility Services

PROGRAM HIGHLIGHTS

The Facility Services Department maintains 632,900 square feet of buildings at Central Wisconsin Center (CWC). This includes the buildings, grounds, utility infrastructure as well as the mechanical equipment that provides services for the facility residents and staff. Projects and initiatives, during FY09, included:

- Six ramp replacements completed
- Steam pits assessed and documented
- Re-hab Tech re-location to bldg. 7 project
- New 410 lb. dryer and exhausting in laundry
- Fiber optic television conversion
- New food service dock leveler
- Purchased new Kubota lawn/grounds machine
- TMA up-grade to 4.1
- Elevator up-grade Phase 3 implemented
- Fire and smoke walls project contracted

Due to promotions and new job opportunities there were several staffing changes during the past year. Facility Services staff continues to receive safety training at CWC and at contracted seminars, as well as career-related training and education. The communication/coordination between Facility Services and the other departments has continued to advance at CWC. A networked electronic work-order system also known as TMA has been serving staff and this department very well and the recent up-grade of the system to 4.1 should expand its capabilities.

Food Service Department

PROGRAM HIGHLIGHTS

FY09 was discernible as a year of organizational refinement and individual growth. The major indicator has been the effort to change the department's existing organizational culture and develop common values. Most noteworthy is the continuing commitment by all food service staff to improve upon interpersonal communication and team building. This journey has not been without its difficulties or its victories.

In January the food service staff retreated to MMHI for a daylong Conflict Resolution meeting led by the Department of Health Services Training Office. Following the meeting, the department voluntarily established the Food Service Leadership Team with the responsibility of opportunities identification and coordination of implementation activities. The committee consists of representatives from each of the blue-collar classifications, management and the union. Each of these representatives serves on one of five employee workgroups that holds regular meetings to discuss interpersonal conflict, opportunities and mechanisms for improvement. Whereas interest has waned recently, this group effort led to the successful identification of inconsistencies with a recent operations consolidation and achieved mutually agreed upon resolution.

During this same period of time, the department continued to examine its operational efficiencies and service delivery. Early in the fiscal year attention was focused on unit tray delivery times and temperatures. As a result, investments were made in new thermal food trays, as well as, increased monitoring and tracking of on unit delivery times. Despite the numerous miles that each laborer covers during their deliveries, successful on unit delivery times have increased. Efforts are continuing to refine the delivery process.

In FY09, a total of 153,901 meals were served (excluding formula) or approximately 422 meals per day. This includes 143,858 meals through tray service, 9,682 bag lunches for off-grounds programming and 361 staff meals as a result of overtime / training. The department's total food budget for the year was \$249,641.12 equating to \$1.62 per meal. (2007-08 served 160,529 total meals w/ \$278,486.16, which equates to \$1.74 per meal.) This represents an approximate 10.4% decrease in overall food cost coupled with a 4.1% decrease in the total number of meals served. Finally, \$201,002.19 was allocated for the purchase of formula.

CENTRAL BISTRO CELEBRATES 1ST YEAR



"Proudly Serving Those Who Serve Others" is the motto of the Central Bistro and continues to be the motivation and guiding force behind delivering high quality food and service for a modest price. Opening its doors on February 25, 2008, the Central Bistro provides a variety of food choices for employees, family and friends. This year, the Bistro completed its first year of operation with a respectable degree of success. During the year, the Bistro surpassed

\$90,698.82 in total sales. This equates to approximately 22,500 customers or 98 customers per day based on 230 days of operation. In addition, the Bistro staff catered 37 events ranging from

morning breaks to appreciation luncheons. Considerable investment has occurred to keep the catering above par mostly in equipment, training and the expertise of the catering staff. The Bistro Committee continues to work on developing new menu options that will include healthier alternatives; examine hours of operation to possible expand its hours; and explore the possibility of vending services.

STAFFING

The department began the fiscal year with all positions filled. During the year there were only two changes to staffing without both employees exiting the department. Both of these positions were later voluntarily eliminated to reduce the total number of employees to 50. This equates to a turnover rate of less than 4% in an industry evidenced by high turnover (over 100% annually in some sectors). This is also down from the 2007-08 turnover rate of 19%. There are currently 50 authorized positions (47.30 FTE).

Staff Composition

1	Food Service Administrator
4	Food Service Managers
4	Dietitians - Clinical
2	Dietetic Technicians – Clinical
2	Food Production Assistants
6	Cooks
31	Food Service Assistants

At the fiscal year's end, there were no existing vacancies, resulting in a decrease in overall overtime. However, due to a leave of absence there has been a spike in overtime within the cook/FPA classification. Coupled with vacations, this classification has operated at 75% strength for five months. Alternatives to overtime continue to be explored, such as the possibility of self-scheduling and reassignment of daily duties. Efforts continue to partner with employees from outside of the department, such as laundry, housekeeping and transportation to keep the overall burden of overtime on Food Service personnel to a minimum.

MENU COMMITTEE

The Menu Committee continues to work on initiatives to improve the menu but has restricted its menu expansion due to delays in the Diet Office upgrade (see below initiatives.) However, several menu changes have provided for menu improvements. Some of these changes include providing blended cold cereals at breakfast, such as Raisin Bran and Wheaties; addition of flavored milk (Hazelnut, White Chocolate, Caramel, French Vanilla), and thickened water for purposes of hydration.

NEW PROGRAM / PROJECT INITIATIVES

Below is a brief summary of several of the new initiatives proposed for 2009-10:

- Upgrade Diet Office – The department currently relies on a DOS based program for management of all resident meal files. After some difficulty adapting the program to accommodate the complex nature of the residents needs the program is slated for upgrade between August 31st and October 15th of 2009.
- Introduce Culture of Safety – In an effort to support the CWC initiative and core value of safety, the Food Service Department will a Culture of Safety committee charged with identifying safety improvement opportunities and coordinating/monitoring implementation activities. This committee is currently slated to begin the 3rd week in August.
- Update Internal Policies and Procedure – Activities are currently underway to review, revise and implement new policies and procedures. The centerpiece of this initiative is to create a comprehensive Food Safety Plan based on Hazard Analysis Critical Control Points (HACCP) criteria.

Foster Grandparent Program

PROGRAM HIGHLIGHTS

The Foster Grandparent Program (FGP) provides people who live at Central Wisconsin Center (CWC) with one on one interactions. Individuals participating in the program must meet an income requirement. The Foster Grandparents and the individuals they serve benefit from the program. Foster Grandparents have stated that being a part of the program gives them a purpose in life.

Foster Grandparents provide a range of 15 to 30 hours of volunteer service each week. The grandparents provide one-to-one attention for two to four individuals each day. Activities include working on individual goals, attending scheduled activities such as music events, walks outdoors, gardening, spiritual services and socializing with Foster Grandparents and other people who live at CWC. The Foster Grandparents have served approximately 7,940 hours of service over the last year.

There are ten Foster Grandparents on the roster with two individuals on medical leave. Six of the ten grandparents are in their 80's, three are in their 70's and one of the foster grandfathers is sixty-five. The foster grandparents have served 45-50 people in the last year despite the low number of foster grandparents in the program. Foster grandparents have had a difficult year due to an increase in health issues that have kept them from coming in to work.

Foster Grandparents continue to develop a sense of community at CWC. They collaborate with all disciplines. The Physical Therapy Department continues to keep Foster Grandparents safe by providing training in body mechanics, making adjustments with wheelchairs so that grandparents can push the chairs. Music Therapy provides music two days a week so individuals who live at CWC and the Foster Grandparents can enjoy participating. Several professionals have provided in-services such as caregiver misconduct and confidentiality in the work place, infection control guidelines with an emphasis on hand washing techniques, H1N1, preventive actions and symptoms and Alzheimer's/Dementia. The grandparents continue to give a handmade quilt to families when one of their loved ones passes away or moves out into the community. Foster grandparents also learned to make tie blankets out of fleece material. They made several for the Service Auxiliary Bazaar where both groups worked together in raising money for the people who live at CWC. The grandparents continue to be involved with four Red Cross Blood Drives that are held at CWC.

Medical Services

PROGRAM HIGHLIGHTS

The Medical Services Department of Central Wisconsin Center (CWC) includes all physician staff, as well as x-ray, medical laboratory, medical records, dentistry, EEG/EKG/bone densitometry, medical transcription, and administrative support services. In addition, Medical Services has administrative oversight of pharmacy and rehabilitation services. All of these services are provided to both residential and short-term care programs of CWC.

State-of-the-art health care services for people living at CWC are provided by an integrated delivery system comprised of CWC medical staff and University of Wisconsin medical specialists. CWC medical staff includes five primary care physicians, two psychiatrists, and two rehabilitation medicine physicians, all with joint CWC and University of Wisconsin Medical School appointments. In addition, three "limited-term employee" physicians continue to provide as-needed physician coverage services. CWC medical staff conduct Living Unit "rounds" daily and there is on-call physician availability at all times. People with psychiatric disorders have their behavior treatment program and psychotropic medications reviewed by a psychiatrist at least quarterly. Comprehensive medical and psychiatric services are provided to individuals admitted to the Short Term Assessment Program (STAP) and the Medical Short Term Care Unit (MSTCU).

The MSTCU provides (1) short-term clinical services to individuals from the community and (2) more intensive medical services for people who live at CWC, such as supplemental oxygen or intravenous treatments.

Several on-site specialty clinics are regularly conducted at CWC, where practitioners from the University of Wisconsin and other health care agencies provide in-house specialty medical services for residential and short-term clients. These clinics include orthopedics, neurology, gynecology, pulmonary medicine, spasticity, rehabilitation medicine, podiatry, and optometry. Having these clinics on-site provides a number of advantages, including less disruption in the client's daily routine, better availability of familiar staff to attend the appointment and provide collateral information, and more immediate communication of examination findings and treatment recommendations to the CWC treatment team.

From July 1, 2008 through June 30, 2009, an average of 71 outpatient clinic visits per month were conducted off-site through the UW Health system, which is an increase over the prior twelve-month period. A contractual relationship continues between CWC and the University Affiliated Program (UAP)/ Waisman Center to provide audiology and gynecology services to people who live at the Center.

Personnel changes over the past year have included the retirement of an EEG technician in July 2008, hiring of a phlebotomist in August 2008, retirement of half-time staff psychiatrist in January 2009, and subsequent hiring of a half-time staff psychiatrist in May 2009. ,



When people living at CWC require hospital services or emergency care, UW Hospital typically serves as the referral center. By contract with UW Rehabilitation Medicine, hospitalized individuals are followed clinically by a nurse practitioner (in addition to the primary medical team at the hospital), which enhances coordination of care between CWC and the UW Hospital systems. Eighty individuals were hospitalized at UW Hospital over the past year (July 1, 2008 through June 30, 2009). This number has held stable over the previous twelve-month period.

Continued improvements in the digital x-ray imaging process have occurred over the past year. Coordinated efforts between the CWC Radiology Department and UW Department of Radiology have resulted in high quality radiograph production and an efficient process for professional image interpretation. In addition, systematic processes for team notification of pending x-ray orders and physician notification of completed x-rays have been implemented.

CWC is an affiliated practice site for UW Rehabilitation Medicine post-graduate residents. The clinical rotation involves the resident spending a three-month block of time in MSTCU, where they are supervised by CWC and UW Rehabilitation Medicine staff. The residents are directly involved with Developmental Evaluation Center (DEC) admissions, in addition to the other short-term admissions to MSTCU. Three rehabilitation medicine residents have rotated through CWC during the past twelve-month period.

In coordination with the UW Department of Psychiatry, Division of Child and Adolescent Psychiatry, an elective rotation in developmental psychiatry was created in early 2008. This twelve-week elective was developed to meet developmental disabilities training requirements for the child psychiatry fellows, and provides for one-half day per week of clinical experience in the Short Term Assessment Program, supervised by CWC staff psychiatrists. During the past fiscal year, one fellow had rotated through CWC for the elective. The feedback we have received on the fellows' experience during this rotation has been very positive.

CWC medical staff continue to collaborate with community providers to address health-care disparities experienced by people in Wisconsin with intellectual and developmental disabilities. CWC medical staff are frequently consulted by community providers and agencies throughout the State to assist in coordinating appropriate outpatient health care services. During the past year, CWC medical staff have presented at a number of seminars and conferences throughout the state, lecturing on various topics in the area of developmental disabilities. Physician staff remain involved in teaching activities at the UW Medical School, including curriculum development and course lecturing to first-year medical students and third-year psychiatry residents, clinical supervision of senior psychiatry residents, and teaching of rehabilitation

medicine residents rotating through CWC. The developmental disabilities seminar, which was created for the third-year psychiatry residents in 2008, remains a required part of the residency-training curriculum and has been very positively received by the psychiatry residents.

Medical emergency drills are routinely performed on all living units for each shift with assessment of competency. Medical emergency drills are reviewed by the Emergency Care Committee and all acute medical emergencies are reviewed monthly. The Emergency Care Committee consists of the medical director, director of nursing, staff training personnel, quality improvement coordinator, employee health nurse, unit LPN, and Central Supply staff.

The Nutritional Management Advisory Committee meets every six months to review CWC policy on dysphagia, feeding techniques, nutrition, and therapy services. Committee members include Occupational Therapy, Medicine, Nursing, Dietary, Rehabilitation Medicine, and Gastroenterology. The committee reviews eating assistance techniques and all new enteral tubes. In addition, the Committee serves as an educational resource for CWC staff.

CWC Medical Ethics Committee meets every six months to review policies on end-of-life decision-making, behavior treatment techniques, consent issues, and specific cases referred to the committee. Members include the medical director, director of nursing, clergy, a QMRP, legal representation, guardian/family members, and a client rights specialist. All new Do-Not-Resuscitate requests are reviewed by the committee prior to implementation.

The Health Systems Management Team (HSMT) reviews key healthcare measures and provides guidance and oversight of health-related projects at CWC. Key health measures, which are regularly reviewed, include medication errors, pressure ulcers, weight data, infection rates, fall rates, and other measures. The botox efficacy project was initiated in 2008 and early results have been very promising.

Music Therapy

PROGRAM HIGHLIGHTS

Three credentialed Music Therapists and Music Therapy Interns provided Music Therapy services at Central Wisconsin Center (CWC) each week. Services include individualized assessments, program planning and integration of Individual Program Plan (IPP) objectives in both goal directed and leisure music therapy sessions. The Music Therapy (MT) Department provided support, consultation, and integrative programs to all living units and program areas including Therapeutic Recreation (TR), Adult Vocational Therapy, Foster Grandparent Program (FGP), Medical Services, Occupational Therapy (OT), Physical Therapy (PT), Psychology, Social Work and Cardinal School as requested. MT Assessments with written recommendations are provided to the short-term programs upon request. Live music was provided as requested for CWC-wide special events, 50th Anniversary Celebrations, memorial services, Family Picnic and holiday celebrations. Music Therapy also coordinated CWC-wide piano tunings.

The *Concert Prep* summer series was offered for seven weeks, mirroring the Wisconsin Chamber Orchestra *Concerts on the Square* programs. Therapists provided adapted musical experiences based upon that evening's classical music program. Average attendance each week for the sessions was over 50 participants. This program offers diverse music of different periods of history and cultures and integrates community based music experiences.



The community partnership with the Madison Symphony Orchestra (MSO) continued to grow and evolve. Through coordination with the Education Director of the Madison Symphony, the *Heartstrings* string quartet came to CWC once a month to provide a 50-minute interactive musical conversation and exchange. Performance dates have been identified from September 2009 – May 2010. This is a truly rare and unique partnership. Interactive performances were well attended by residents, parents and staff for this community engagement program. A recognition celebration was attended by staff from the Madison

Symphony Orchestra. Central Wisconsin Center presented certificates of appreciation to the members of the quartet and the MSO program coordinator.

Music Therapists participated on numerous CWC project teams, committees and system teams. Music Therapy staff assisted with research for and development of the Resident Satisfaction Survey. Music Therapists participated in the writing of the Wisconsin Forward Award (WFA) application. In addition, one music therapist was trained to be a WFA Examiner and participated on the review and examination of a WFA application.

Intern Training

Two students each completed 1040 hours (six months, full-time) of intern training in MT at CWC. Schools represented included:

- University of Iowa
- University of Missouri – Kansas City

Physical Therapy (PT) Interns visited several Music Therapy sessions. Occupational Therapy Interns assisted with the OT / MT groups.

Community Outreach

MTs participated on the following community boards: Very Special Arts (VSA) Advisory Council, Wisconsin Chapter for Music Therapy conference planning, and Wisconsin Creative Arts Therapy Coalition. Information was provided, including consultation on program design and content, identification of training needs, access to MT services and instrument recommendations. The Music Therapy Department records and monitors all community-based requests and outcomes. Several referrals were made to private practice MTs in the Madison area.

MTs served the American Music Therapy Association in the following roles:

- Great Lakes Regional Conference Consultant
- AMTA National Roster Clinical Training Provider
- AMTA Financial Advisory Committee
- Regional and State Conference Presenters and Trainers

Training Provided

Tours of the MT Department were provided to both community-based staff and CWC staff. Additional tours have been provided to parents and guardians considering the Short-Term Assessment Program (STAP), Managed Care Organizations, Southern Center staff, UW – La Crosse Therapeutic Recreation Professor –, and Wisconsin Forward Award Examiners. An overview of music therapy was provided to six groups of Herzing College nursing students. Music Therapy participated in several Center wide tours as requested.

Program Initiatives

The CWC Staff Band and Orchestra played for special occasions with 16 - 20 staff participating by playing violin, saxophone, flute, accordion, trumpet, trombone, keyboard, clarinet, and percussion. MT coordinates the rehearsals, conducts, plays in the band, sets up and organizes the music.

The MTs are working in partnership with West Music in Coralville, Iowa to help develop adapted spring mallets based on designs from CWC. Blueprints have been completed.

Presentations

- Great Lakes Region for Music Therapy. *From the Concert Hall to the Clinic: Central Center and the Madison Symphony* – March 2009
- Family and Friends of CWC – *Music Therapy Overview* May 2009

Publications

- Chapter: *Music Therapy with Children and Adults with Intellectual Disabling Conditions*. 2008 An Introduction to Music Therapy Theory and Practice Third Edition. Davis, Gfeller, and Thaut. American Music Therapy Association, Silver Spring, MD.

Nursing Services

PROGRAM HIGHLIGHTS

Nursing Services is comprised of

- The Director of Nursing
- An Office Operations Associate
- 5.9 Nursing Supervisor positions
- A Resident Rights Facilitator (vacant)
- 10.8 Unit Nurse Clinician 3s
- An Employee Health Nurse
- An Infection Control/QI Specialist
- Short-Term Care Unit
 - An Office Operations Associate
 - 2.5 Resident Care Supervisors
 - 5.9 RNs
 - 3.5 LPN's
 - 12.5 Float Resident Care Technicians
- Two Central Supply Staff
- A LTE Central Supply LPN
- An Area Assistant
- 3 RCT escorts
- Staff Training positions
 - A Nursing Supervisor (vacant)
 - 3.9 Nursing Instructors
 - 0.5 Training Officer
 - 0.5 vacant Training Officer
 - An Office Operations Associate

Nursing Services is responsible for guiding the nursing care provided by 52.7 LPN's, 49.6 Nurse Clinician's (2s & 3s) and 329.30 Resident Care Technician's (Certified Nursing Assistants).

Staffing

Recruitment and retention of qualified nurses continues to be the priority goals for Nursing Services. As nurses retired, transferred or resigned, it continued to be difficult to promptly hire nurses with intellectual disabilities experience. Over the past year, Nurse Clinician vacancies averaged five and LPN vacancies averaged eight. Recruitment efforts were successful over the past year. As of July 2009, there are no Nurse Clinician vacancies and five LPN vacancies.

Recruitment efforts included routinely publishing advertisements in the Wisconsin State Journal, local Hometown News, DeForest Times and Unified News Group. Continuous recruitment efforts are noted with the intranet sites – wisjobs.com, jobnet, and Madison Technical School. Central Wisconsin Center (CWC) served as a clinical site for nursing students from Herzing College and UW School of Nursing with two students obtaining employment after graduation. Human Resource Assistants/Nursing Services staff represented CWC at the Nursing Matters Expo, MATC Job Fair and the Herzing Spring and Fall Career Fairs. A Human Resource Assistant participated in the Career Fair at the Alliant Energy Center. This past year, the Director of Nursing interviewed 91 applicants for nursing positions that resulted in the hiring of 24 nurses (11 LPN, 10 Nurse Clinician 2's, 1 Nursing Supervisor and 2 Nurse Clinician 3s).

Three Resident Care Technicians (RCTs) promoted to LPN positions following graduation. Two LPNs completed the ADN program and accepted positions as Nurse Clinicians at the Center. The Employee Health Nurse retired after 25 years of state service and the position was filled by one of the Charge Nurses. Two Nursing Supervisors/Charge Nurses retired from their positions and one Nursing Supervisor was hired. The Nursing Supervisor/Staff Development Director retired after 31 years of state service. The 50% Nursing Supervisor/Charge Nurse vacancy, 100% Client Rights Facilitator and 100% Nursing Supervisor/Staff Development Director continue to be recruited statewide. Sign-on bonuses were offered to Nurse Clinicians who were new to state service as incentives to defray health insurance costs, moving expenses, student loan reimbursement, etc. The sign on bonuses helped recruit eight new nurses to the CWC. Four limited-term nurses provided nursing coverage for staff vacancies or assisted with the Certified Nursing Assistant course. One limited-term LPN continues to accompany residents with multiple nursing care/respiratory needs while on community outings.

During this report period, six nurses (1 LPN, 1 Nurse Clinician, 3 Nursing Supervisors, and 1 Nursing Specialist) retired with 25-39.5 years of state service. The average was 32 years of state service for these experienced nurses. This retirement trend has been identified over the past three years and is projected to continue. It remains difficult to recruit nurses with experience in intellectual disabilities at the same rate of those retiring with many years of experience.

Nursing Students

The Director of Nursing, Director of Staff Training and one Nursing Instructor continue to function as Faculty Associates for the UW- Madison School of Nursing. Faculty Associates are required to provide at least 30 hours annually of teaching or services to support the work of the School of Nursing. Central Wisconsin Center continues to serve as a clinical site location for East High School Certified Nursing Assistants, Registered Nurse students (Associate, Baccalaureate and Master prepared) and Graduate Nursing Students/Nurse Practitioner for four different nursing programs in Wisconsin. One Nurse Clinician 3 completed the on-line, self-study Preceptor Orientation course sponsored by UW-Madison School of Nursing.

The UW-Oshkosh School of Nursing-Accelerated Program and the UW-Madison School of Nursing continue to contract with CWC for clinical rotations for senior nursing students. Four senior nursing students from UW-Madison School of Nursing successfully completed clinical preceptorships with four Nurse Clinician 3s. Student projects included a poster on infection control practices, monitoring hand hygiene observations /staff feedback and evidence based practices.

The Director of Nursing continues to function as a member of the MATC Nursing Advisory Board for LPN and Associate Degree Nursing (ADN) students. The group meets annually to discuss curricula design, board examination results, projected graduates and clinical preceptorships. One Nursing Instructor functions as a member of the Advisory Committee for Herzing College – Nursing Program. CWC continues their community partnership with Herzing College by functioning as a clinical site for ADN students in January and February 2009. Clinical opportunities were provided for 16 nursing students and 2 instructor staff on the morning and evening shifts in Living Unit 5. A clinical orientation program was designed and provided to two Herzing College Nursing Instructors prior to the clinical rotations. A clinical site tour of CWC was provided by Nursing Services staff for two Herzing College faculty in February 2009. A CWC Nursing Instructor participated in the NLN accreditation process review for the nursing program for Herzing College in October 2008.

Career Progression – “Grow Your Own”

Union and Management representatives identified career progression opportunities for employees interested in nursing careers. Guidelines were updated and identify a variety of options for Resident Care Technicians (RCTs), Licensed Practical Nurses (LPNs) and Registered Nurses (RNs) to further their professional education in Nursing. The options included: RCT Advancement to LPN, LPN Stipend Program, and RCT Advancement to RN, LPN Advancement to RN, LPN Advancement to RN, RN Scholarship Program and RN Advancement to BSN, MSN, Nurse Practitioner or Doctorate of Nursing Practice. The approach to "Grow Your Own" staff has been a positive recruitment/retention tool as noted with a total of six RCTs completing the LPN Stipend Program and hired into vacant LPN positions at the Center.

LPN Stipend & RN Scholarship Programs

The LPN Stipend and RN Scholarship Programs continue to be offered as career ladders to a limited number of employees who meet eligibility requirements. Recipients of the LPN Stipend Program are eligible for reimbursement of tuition, access to required books and salary while working part time at CWC while attending an accredited nursing school. One individual completed the Stipend Program over this report period and was hired into a vacant position. The RN Scholarship Program invites eligible staff to apply for scholarship monies on a competitive basis. Currently, the latest recipient of the LPN Stipend Program has changed plans and is no longer interested in the program. No applications for the RN Scholarship Program have been received this year for consideration.

Post Nurse Orientation Conferences

Newly hired nurse clinicians were invited to meet with the Director of Nursing and Nursing Instructor after being on the job four to six months. A questionnaire was developed and utilized to facilitate these discussions. Conferences were held on three occasions this year, with one to three participants in attendance per session. Based on input from these nurses, additional training on emergency mock drills was provided. The sessions encourage nurse feedback regarding orientation needs and transition to the job.

Nursing Practice Committee

This committee consists of nurse representatives from each unit and meets on a monthly basis. The workgroup continues to make recommendations for product purchases, identifies/discusses best nursing practice issues and reviews/modifies nursing procedures and policies. These nurses also update knowledge of medical technology and conduct surveys regarding new equipment and product evaluations.

Committee work this year included:

- sharing best practices
- use of Chem 10 strips with incontinent individuals wearing briefs
- expanding use of dual flow enteral feeding pumps
- identifying unit nursing routines for continuity of care
- monitoring hand hygiene and pericare observations with staff
- piloting use of the temporal scanner
- safety factors with glass syringe use
- shift report
- medication administration
- infection control practices with enteral feedings

Nurse Clinician 3 Committee/Activities

The Nurse Clinician 3 group meets monthly to discuss nursing issues, write/update nursing procedures, increase knowledge/skills and problem solve ways to improve nursing care on a Center-wide basis. These nurse leaders network to explore ways of improving nursing documentation, standardizing a tool to document vital signs, implementation of cross shift report process for nurse to nurse report and nurse to RCT report, reviewing technological changes and evidence based best practices, discussing pharmacy updates/Do Not Mix Lists, identification of delegation/joint practice issues, reviewing infection control practices, problem solve root causes of medication errors and implementation of strategies to reduce unit medication error rates.

The Nurse Clinician 3's continue to assist in utilizing the Unit Orientation Checklist to help orient new staff to the health care needs. Competency testing continued to be provided by NC3s to staff on the topics of: oxygen administration, discontinuing enteral feedings, tracheostomy cares, epi-pen usage and other delegated nursing acts. Teaching activities are provided by Nurse Clinician 3s in the areas of H1N1 flu guidelines, unit orientation, SBAR technique for communicating change of condition with medical staff, emergency drills, safety, first aid measures, medication administration, medication error monitoring, seizure charting, oxygen usage, hydration/nutrition, injury/accident process, pain management, hand hygiene and other principles related to infection control practices. Nursing policies and procedures are continually reviewed and updated based on input from this committee. Comfort management, nutritional status and skin care continue to be areas for continual assessment, monitoring and evaluation.

Two Nurse Clinician 3s successfully completed self-study modules and examination requirements to become Certified Developmental Disabilities Nurses. This national recognition and certification was completed in May 2009. They will join only a select few in the State of Wisconsin with this certification.

Incident Review Process



Monthly Risk Management Unit Team meetings are conducted to problem solve and review injuries, patterns and prevention strategies. Unit data are reviewed to determine trends and if there is the need for additional training. Prevention strategies are emphasized with a focus on staff education. The incidents are then routed to the Director of Nursing for further review and distributed to other appropriate members of Administrative Staff including the Client Rights Specialist. Each month the Incident Review Committee, a

twelve member interdisciplinary team, meets to discuss and review each unit's resident incidents and trends over time. The committee reviews all critical, non-critical, unknown, off unit and near miss incidents, reviews the investigatory information, analyzes prevention plans and identifies any trends or patterns of injuries. The committee makes recommendations to unit teams for follow up and monitors outcomes to improve accident/injury rates. Chart audits are routinely conducted by the Resident Rights Facilitator to track outcomes and to identify specific areas for improvement. Critical incidents were audited as part of a special quality improvement initiative.

Policies and procedures were revised to reflect changes in the need to promptly report and investigate thoroughly all near misses, injuries of unknown source, unwitnessed injuries, peer-to-peer aggression and critical incidents. The Injury Investigation Worksheet was modified and piloted to assist staff in completing thorough investigations and aid in filling out the Investigatory forms.

Emergency Care Committee/Emergency Training

The Emergency Care Committee meets regularly to review CWC emergency care issues. The committee members assist in coordinating emergency unit drills and providing feedback to prepare staff to respond to cardio/respiratory emergencies. Emergency mock drills and review of emergency equipment continue to be coordinated and conducted on the living units by Charge Nurses and the Nurse Clinician 3s. An emergency trainer cart has been used by staff during the simulated emergencies. Drill scores ranged from 14-20 points, with 20 points being the optimal score. Feedback from staff who participated in the mock drills and review of equipment, continues to be positive. A Nursing Instructor developed an emergency drill lesson plan and outline to instruct Charge Nurses on unit drill procedures. Formal training sessions are being planned for September 2009.

All RNs, LPNs, Respiratory Therapists, and Medical staff are CPR certified by the American Heart Association on an annual basis. CPR training now includes competency training on the use of the Automated External Defibrillators (AEDs) for all Respiratory Therapists, medical and nursing staff. Emergency drills and workshops on respiratory care procedures are provided annually with competency based skill evaluations. A total of 134 CWC staff participated in CPR-HCP Renewal, 18 in HCP Beginner, 13 in Heart Saver AED, 2 in First Aid and 15 in Heart Saver First Aid w/CPR & AED classes over the past year.

Fall Prevention Committee

The Fall Prevention Committee is comprised of staff representatives from Nursing, PT/OT, QMRP and Staff Training. The committee routinely reviews fall records and data from Living Units 1, 2, 4, and 5. The fall data records identified specific information regarding the fall, location, reason and any injuries that may have occurred. Unit teams review the data and obtain baseline information to problem solve prevention strategies. These data help track injuries and provide information to team members to modify plans of care. Hip protectors continue to be used by select individuals with positive results. Training on fall prevention, including the Facing Forward approach, continues to be implemented in the Certified Aide Instructional Program for newly hired RCTs, general orientation for all newly hired staff and annual training for all unit staff. A new fall prevention videotape was developed and is being viewed to educate staff regarding fall safety guidelines and motor development sequences. A standardized data collection form for documenting falls has been reviewed with the NC3 group and modified to summarize fall data.



Special Events/Activities

1. **CWC Nurses' Day:** RN and LPN staff celebrated Nurses' Day on May 6, 2009. The theme was a "Half Century of Caring", sponsoring an Open House for current and alumni nurses. Over 20 nurse retirees joined current practicing nurses in the celebrating 50 years of caring for persons with complex intellectual disabilities. A luncheon was provided with the CWC doctors serving cake and coffee to attendees. Customized nursing lunch bags and unit textbooks were shared as tokens of appreciation. Picture boards were designed by Kathy Oehrlein with photo displays depicting the difference between "then (1959) and now (2009)." A game was designed to identify the year specific events/technology occurred. Posters outlining medication administration records over the years were displayed. The CWC Nurse Directory was compiled with input from interested nursing staff.
2. **Professional Development Activities:**
 - Diabetic training sessions for Nurses, Physicians, Pharmacists and Dietitians were provided on the following dates:
 - August 13, 2008-Managing Microvascular and Macrovascular Complications of Diabetes (39 attendees)
 - September 4, 2008- The Role of Blood Glucose Monitoring in Diabetes (27 attendees)
 - November 6, 2008- Selecting the Right Insulin Delivery System (29 attendees)
 - December 11, 2008- Preventing Medication Errors Associated with Insulin Therapy (25 attendees)
 - February 5, 2009- Managing Diabetes in Older Adults (28 attendees)
 - A librarian from the Ebling Health Sciences Library presented on "Internet Search for Evidence Based Practice" on September 3, 2008 with 33 staff in attendance. Evidence based practice research and best practices are areas of continued interest.
 - The Infection Preventionist Nurse completed the 40 hour Wound Management Course and successfully completed the certification exam to become Wound Care certified.
 - Infection control practices and principles were reviewed with all staff involved with cohorting units due to H1N1-flu. The Infection Preventionist Nurse and Employee Health Nurse actively participated in fit testing staff for respirators, developing training materials and educating health care workers. Central Wisconsin Center's Pandemic Plan was implemented as potential and confirmed cases of the flu were identified in individuals who live at CWC and staff. A reference manual with needed forms, specimen collection procedures, fit testing lists and other important information regarding H1N1 was developed and is available in the Charge Office. Flu Vaccination Clinics are being planned for this fall.
 - The Nurse certified in wound care provided presentations on normal skin, staging of decubitus ulcers and wound care treatments at the monthly NC3 meetings. Handouts and PowerPoint presentations were shared with the lead unit nurses.
 - In the spring of 2009, the Employee Health Nurse created a PowerPoint on "Infection Control and Mealtimes" and presented to over 200 OT/PT staff, Unit Directors, Administrative Staff and community providers.
 - The Infection Preventionist Nurse attends the quarterly meetings of the local Association for Professionals in Infection Control and Epidemiology (APIC). In May

2009, the IC Nurse attended a two-day conference, which contained information on many infection control issues, including the Novel Influenza A virus (H1N1), Legionella, Environmental issues, Surge Capacity Planning for a Pandemic and other issues related to Infection Prevention.




3. Quality Improvement Activities: Throughout the year, special project teams have studied ways to recruit and retain nurses including flexible schedules and career ladder initiatives. Self-scheduling by interested nursing staff has been implemented in Living Units 1, 4 and Murphy Hall. Other quality improvement initiatives have included: cross shift report, root cause analysis of medication errors, expanding the thoroughness of injury investigations, on unit observations of medication administration, unit observations related to infection control practices/hand hygiene, pericare observations and chart audits of critical incidents. Nursing Services continuously monitors medication error statistics and accident/injuries, assists with quarterly active treatment/infection control surveys, studies strategies to improve nursing documentation, expands the implementation of closed enteral feeding systems, provides nutrition monitoring and surveys team members regarding cross shift report outcomes.

- **Medication Errors:** Medication errors are reviewed at the time of the error with the Unit Director or NC3, reviewed by the Director of Nursing and at the Center-wide Medication Error Committee meeting. Error rates are benchmarked with other hospitals and nationally. The error rate continues to be significantly lower when compared to national and local benchmarks. Follow up and prevention strategies are shared with medical, nursing and pharmacy staff as appropriate. On unit observations of medication administration, including feedback to the nurse, continue as an improvement method to ensure compliance with nursing standards of practice. An automated medication-dispensing machine was purchased but implementation was delayed due to software problems. The new machine is expected to be in use by fall 2009.
- **Enteral Feeding System:** Dual flow pumps, portable pumps and a variety of different brands of enteral feeding pumps continue to be implemented. Specifications for enteral pumps to meet diverse needs were identified and a new portable feeding pump was piloted on select units. Consultations with physicians, dietitians, Central Supply, Stores and the Nurse Clinician 3s have been instrumental in transitioning to the closed systems for enteral nutrition. Closed enteral systems continue to be recommended for optimal infection control.

The Enteral Feeding Manual is currently being updated and is a shared project with Nursing, Medical, Pharmacy, Occupational Therapy and Dietary Services.

- **Pericare:** Mandatory Train-the-Trainer courses on pericare were provided to RNs, LPNs, Nursing Supervisors, Unit Directors and select Department staff. Over 200 staff attended the 3-hour sessions with the expectation to educate and provide feedback to staff performing these cares. Weekly observations with monthly documentation are being provided at the unit level. These data are analyzed for

progress and benchmarked with other facilities for comparison. Goals to increase compliance with hand hygiene and pericare continue to be priority areas for 2009-2010.

- **Infection Control/Living Unit Audits:** A Center-wide hand hygiene campaign was implemented to educate all staff on this basic infection control practice. The WASH (**We All Should Hand wash**) Campaign included a policy update, staff education (posters/video), monitoring tool developed with staff observations and feedback. Equipment needs included purchasing new faucets, towel dispensers, mounting wall sanitizers throughout the units/program areas and distributing hand sanitizers to staff for easy access. Nursing staff continue to make routine observations of staff performing hand hygiene and provide feedback to staff. The Unit observations and trend data are provided on a monthly basis by nursing staff. Infection control surveillance activities are conducted in each living unit by nursing staff and the Infection Preventionist Nurse. Feedback is provided to increase knowledge and skills related to infection control practices. Initial and follow up visits are provided by the Infection Preventionist Nurse, NC3 and Charge Nurse to ensure regulatory compliance. Information on blood borne pathogens continues to be presented to all new employees and mandatory annual training for CWC staff. The WASH Campaign continues as a priority to sustain staff compliance with hand hygiene on a Center-wide basis.
- 
- The logo for the WASH campaign features the word "WASH" in large, blue, bubbly capital letters. Each letter is decorated with small, colorful hand icons in red, yellow, and purple, positioned as if they are holding or touching the letters.
- **Nutritionally at Risk (NAR):** Protocols, standardized guidelines and written tools to use as reference when identifying someone at risk for nutritional problems continue to be utilized by team members. Two individuals were identified as nutritionally at risk over the year with one individual continuing to be followed by the team. Both individuals have chronic, complex health issues that require close monitoring of nutritional status.
 - **Communication Systems Cross-Shift:** Nursing and Resident Living continue to partner to study ways to improve ways to standardize the process for cross-shift report/rounds. A project group was commissioned to facilitate the standardization of a cross-shift tool to outline the report process. The tool and process were piloted in LU 4 and then modified after feedback. The Charge Office assisted in providing training and feedback to staff regarding implementation of the new process. All units were then introduced to the format and tool to share information at cross-shift. Team participation was emphasized with each discipline having a role in improving hand-off communication. The project team assisted in monitoring each unit's progress in implementing a team approach to shift report. Use of the Daily Report Record, Daily Living Plan, CAMI notes, Interdisciplinary Team recommendations, Incident Reports, Nursing Directives and rounds are tools to share needed health information at shift report. Nurses continue to partner with Resident Living staff to update the Daily Living Plan using a computerized format.

4. Community Partnerships:

- Three nurses attended the National Developmental Disabilities Conference from May 9-12, 2009, in Orlando, FL. Presenters from different states provided

information on current health care issues, delegation and leadership. This conference offered many opportunities to network with DD nurses from across the country and to share information.

- The Wisconsin Chapter of DDNA continues to meet at CWC throughout the year to network and provide training sessions on various topics of importance to DD nurses.
- The Director of Nursing continues to participate with 17 other health care educators/agencies in a special initiative sponsored by the Oscar Rennebohm Foundation. This group has met regularly throughout the year to collaborate on strategies to ameliorate the projected nursing shortage in the Madison area. Representatives from Schools of Nursing, local hospitals, Home Health agencies, Hospice, Nursing Homes and Central Wisconsin Center will continue to meet to identify solutions to the nursing shortage, including areas of nursing education/curricula, recruiting qualified instructors/faculty, image of nursing as a profession and advancements in technology. This special initiative will continue to focus on building collaborative Nursing Partnerships for the future.

EMPLOYEE HEALTH

The Employee Health Program promotes and maintains the health and wellness of Central Wisconsin Center (CWC) employees through health promotion programs, disease prevention and injury rehabilitation. Programs mandated by state and federal regulations are provided, including: pre-employment screening, immunization programs and tuberculosis screening. The Employee Health Nurse (EHN) provides annual TB skin tests to approximately 800 employees and hepatitis B vaccinations to approximately 200 employees. Blood pressure, cholesterol, and blood glucose screenings are offered on a periodical basis. Screenings are usually scheduled on paydays to include more staff. Annual flu vaccines were offered with over 450 employees participating. This year there will be flu vaccination clinics for seasonal and H1N1 vaccinations.

The EHN also functions as a consultant to physicians, supervisors, nurses, employees and the Staff Training Department. The EHN participates in the Employee Assistance Program (EAP) as the Lead Coordinator and is a Cardiopulmonary Resuscitation (CPR)/First Aid Instructor Regional Trainer. In April of 2009, the State of Wisconsin contracted with a new external EAP service. Deer Oaks provides state employees another resource for life issues.

The Employee Emergency Contact information form is distributed to all staff on an annual basis. The form identifies both pertinent health information and emergency contacts. It is a resource when staff get injured or ill at work. This information and other health records are maintained by Employee Health to meet confidentiality and legal requirements.

Fitness and wellness programs continue to be emphasized for staff participation and general knowledge. Staff wellness activities include a health and fitness newsletter titled, "*A HealthyYou*". The newsletter is distributed monthly in the Daily Administration Bulletin (DAB) and posted on the Intranet. It is a joint collaboration between Employee Health and Rehabilitation Services. Health information is shared with staff through the Daily Bulletin on various topics. Each month different health topics are addressed in accordance with the 2009 Health and Wellness Observances Calendar.

Since 2006, wellness information has been distributed to break rooms in the form of Wellness Baskets. Information includes a wide variety of subjects (i.e., physical health, addictions,

parenting and stress relief) and is updated with additional information throughout the year. This continues to be a well received method of disseminating wellness information. A monthly copy of the University of California Berkeley and "Wellness Letter" is also included for staff reference. This is a newsletter of nutrition, fitness and self-care. During health screening days, pamphlet displays are available for staff to view.

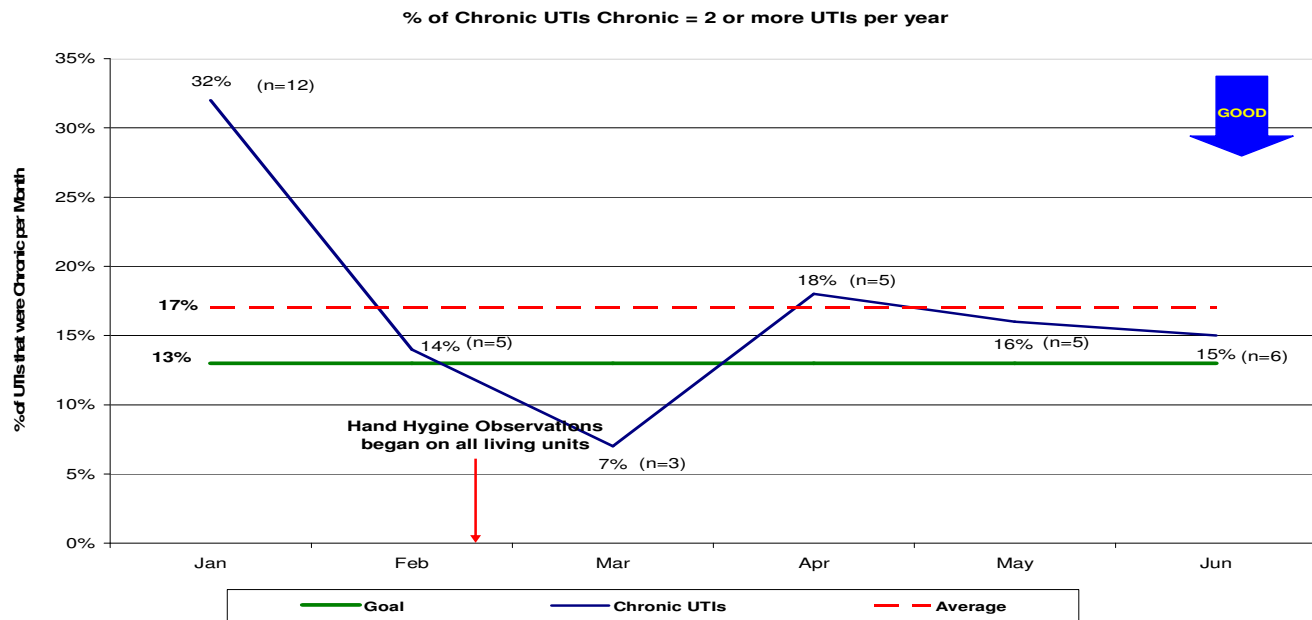
The 4th Annual Potlatch was held in December. A Potlatch is a Native American tradition where people donate used items. It is similar to a swap meet, but everything is free. Staff continue to enjoy this event.

Other wellness activities for the fiscal year included:

- "Dancing with Your Co-Worker's" a version of "Dancing with the Stars", took place between November 27 and December 18, 2008. The four week, 30 minute classes were instructed by a professional dance instructor. Dances taught included: swing, cha-cha, rumba, samba and polka. Staff feedback was very positive.
- As of Spring 2009, a website is available so community people can register to take CPR at the Center.
- The children of staff made hand washing buttons to wear at the "Take Your Child to Work Day" event in April 2009.
- Several learning lunches were offered on varied topics such as: Gardening and a CWC physician discussed the multiple benefits of taking Vitamin D supplementation.
- Weight Watchers at Work began on October 9, 2006 and continues at least through mid-September 2009. Thirty members from CWC and MMHI have enrolled with a weight loss of 2000 lbs since the inception of the program in 2006. Throughout this interim, there have been over 60 participants.
- A Cultural Fair was held in April of 2009. Many staff and residents attended the one day event.
- This spring was unique in that we were faced with a flu pandemic. The last flu pandemic was in 1976. Many staff had to be educated about H1N1 flu, fit tested for use of N95 respirators, proper use and removal of Personal Protective Equipment and isolation guidelines.

INFECTION PREVENTION ACTIVITIES

The Infection Prevention Committee (IPC) establishes guidelines to minimize the transmission of infections and communicable diseases and to control acquired infections. The IP Committee is comprised of representatives from Medical staff, Nursing Services, Food Service, Laundry/Housekeeping, Pharmacy, Administration, Clinical Lab, Staff Training and Development, Employee Health, Wisconsin State Employees Union (WSEU), Resident Living and the Infection Preventionist Nurse. The Infection Preventionist Nurse prepares monthly reports regarding the incidences of positive cultures and shares other pertinent data with the IPC. Each unit has an assigned Infection Control Monitor who enters the types of infections that each CWC resident acquires into a database for calculating the number of infections per 1000 resident days. These data are also used to track Urinary Tract Infections (UTIs). These are the two most common types of infections noted at the Center. The Infection Control goal for 2009 is to reduce the percent of Chronic UTIs (Chronic = two or more UTIs in a year) from 17% to 13% by December 2009. Currently Central Wisconsin Center is at 15%.



The IP Committee meets monthly, reviews, and revises infection control policies at least biannually. Policies reviewed during July 2008 through June 2009 are listed below:

- Waste Reduction Plan
- Waste Management Strategies 2009-2010
- Hand Hygiene
- Standard Precautions
- Personal Protective Equipment
- Recommended Immunization Schedules for Childhood and Adult
- Tuberculosis Surveillance and exposure control plan
- Tuberculosis Algorithm
- Employee Health Tuberculosis Survey

Multiple Antibiotic resistant organisms (MDROs) continue to be a concern at CWC. The number of individuals during the time of July 2008 and June 2009 fluctuated between five individuals to 10 who were either infected or colonized with MRSA. CWC continues to treat individuals with antibiotic resistant organisms in accordance with State of Wisconsin Division of Public Health and Centers for Disease Control and Prevention guidelines. Currently, the evaluation of nine people for an antibiotic resistant organism is done. Contact precautions and standard precautions are utilized depending on symptoms; if symptomatic, the use of contact precautions is implemented. The use of Standard precautions is in place throughout CWC to minimize the further spread of antibiotic resistant organisms.

The ICP provides infection prevention education for CWC direct care staff through unit visits and reminders in the Daily Administrative Bulletin (DAB). The video that was under production last year has been completed. This training video is presented in the RCT II Course and a copy has been sent to each living unit for ongoing training. The video shows the proper use of Personal Protective Equipment (PPE).

The Infection Preventionist Nurse collects nursing acuity data and audits annual nursing documentation to ensure quality improvement and compliance with state and federal regulations.

This nurse continues to function as the nurse liaison between off-grounds facilities and CWC. Consultation and training on a variety of topics have been provided to nursing staff at the program sites. In-depth surveys are completed at Successful Work Options (SWO) and FOCUSCORP regarding infection control and safe work practices.

Close monitoring of infectious medical waste continues monthly. The concerted effort with the Housekeeping Supervisor maintains CWC's monthly average infectious waste at a low level. This past year the average was 31 pounds per month. The waste has not weighed over 50 pounds during any one month, which is a benchmark goal.

Ongoing consultation to CWC staff and community agencies, monitoring water quality and safe practices regarding exposures with potential for health risk are provided by the Infection Preventionist Nurse. Educational programs are also provided which focus on prevention and follow-up of communicable disease affecting direct care staff and individuals who live at CWC.

Since May 2009, the Novel-A H1N1 influenza virus has been in the fore-front of Infection Prevention. During May through July 2009, eight individuals exhibited signs or symptoms of H1N1 flu. Of the eight, only two had positive cultures for H1N1. The individual was placed in an isolation room with 1:1 staffing. CWC convened a group of interdisciplinary staff to plan, implement and oversee activities concerned with the confinement and prevention of the Novel-A virus. These activities included fit testing for N95 Respirators, training staff on proper use of Personal Protective Equipment while they work in an isolation room with an individual who is confirmed, probable, or suspected of having H1N1. In addition, the interdisciplinary group discussed what information to educate staff members regarding close family members or themselves if they experienced signs or symptoms of flu-like illnesses.

The State and Local Departments' of Health were invaluable in the assistance and advice given during this time. During the peak of the outbreak, the Department of Health gave daily updates via webcasts, which were viewed by Central Wisconsin Center's interdisciplinary team. During this time period, all of the living units were cohorted at least once. Overall the outbreak of Novel-A H1N1 in the resident population was contained very well. The direct care providers wore proper protective equipment, performed hand hygiene and contained the virus from spreading throughout CWC. Pandemic planning continues at the national, state and local levels to prepare for upcoming projections of flu outbreaks this Fall.

Pharmacy Services

PROGRAM HIGHLIGHTS

The Pharmacy Department employs one full-time Registered Pharmacist as Director, 3.4 Registered Staff Pharmacists, and 4 Pharmacy Technicians. Hours of operation are from 0730 to 1600 daily, Monday through Friday. Pharmacy services are provided in Central Wisconsin Center (CWC) living units, the Short-Term Assessment Program (STAP) and in the Medical Short-Term Care Unit (MSTCU).

The Pharmacy Department provides and promotes comprehensive pharmaceutical care for the health, safety and comfort of people living at CWC, their families and staff. The department helps individuals residing at CWC receive optimal care by ensuring safe and appropriate use of pharmaceutical products. Pharmacy Department services include:

Distribution of all Medications

- Procurement and management of pharmaceutical inventory. Purchasing pharmaceuticals on the Minnesota Multistate Contracting Alliance for Pharmacy (MMCAP) contract helps the CWC Pharmacy realize a savings of approximately 18% when compared to what the same medications would normally cost off of the MMCAP contract. The CWC Pharmacy inventory system is now computerized. Inventory levels and reorder quantities have been established for all formulary medications in the Pharmacy computer system. Orders to the pharmaceutical wholesaler are generated by the automatic drug reorder program in the Pharmacy computer system.
- Direct control, packaging and distribution of all medications.
- Preparation of extemporaneous pharmaceutical preparations.

Clinical Reviews

- Review of all medication orders for allergies, proper drug use, dose, dosage form, dosage regimen and route of medication; drug-drug, food-drug, drug-tube feeding and drug-lab interactions; adverse reactions and side effects
- Quarterly, comprehensive medication reviews with appropriate recommendations to the interdisciplinary team
- Provision of pharmaceutical information to healthcare professionals and guardians/parents

Consultative Services

Pharmacists provide regular consultations to individuals upon admission to the MSTCU, STAP and at Integrated Behavior Reviews. These consultations include recommendations for alternate medications, dosage adjustments, and changes in administration times to reduce complexities. Pharmacists utilize the Dyskinesia Identification System: Condensed User Scale (DISCUS) to directly monitor individuals whose medication regimen puts them at risk for tardive dyskinesia. Pharmacists prepare an annual medication history for each client that details all changes made in each person's drug regimen over the previous twelve months.

Medicare Part D Billing and Reimbursement

The Medicare Part D prescription drug benefit began on January 1, 2006. One hundred eighty-five CWC clients are currently eligible for Medicare Part D benefits. In order to serve Medicare Part D clients, CWC Pharmacy contracted with a Medicare Part D Prescription Drug Plan and

implemented on-line electronic prescription claims adjudication via the pharmacy computer system. In calendar year 2008, CWC received reimbursement of \$1,326,587 for medications dispensed to CWC clients enrolled in Medicare Part D.

Pharmacy Student Program

Pharmacists provide training to Doctor of Pharmacy students through an eight week Advanced Pharmaceutical Care Clerkship. CWC became an Experiential Education Site for the University of Wisconsin (UW) School of Pharmacy in May 2001. Students are involved in a variety of activities, including interdisciplinary team functions and formulary development.

Pharmacy and Therapeutics Committee (P&T)

The Pharmacy Director serves as the chairperson for this twelve member interdisciplinary advisory committee, which represents the official organizational line of communication and liaison between medical, pharmacy and other healthcare staff. It develops and implements broad professional policies relating to drugs at CWC, including their evaluation or appraisal, selection, procurement, storage, distribution and safe use within the formulary system. Pharmacy staff, under the general direction of P&T, utilizes new generic medications as they become available.

Controlled Substance Committee

The Controlled Substance Committee is an interdisciplinary subcommittee of P&T whose primary purpose is to identify current problems with storage, distribution and documentation of controlled substances throughout CWC. The group then recommends policies and procedures that will ensure effective care and minimize the potential for diversion in accordance with state and federal regulations.

Medication Error Evaluation Group

This four member interdisciplinary team is a P&T subcommittee for review of all medication errors. The group identifies root causes and makes recommendations to P&T to prevent future errors. The group recommended purchasing an automated unit dose filling machine (AutoMed FastPack EXP). The FastPack EXP will be implemented at CWC within the next six months.

Quality Improvement Activities

Pharmacists provide ongoing consultation in all areas of medication therapy and distribution. They participate in interdisciplinary team functions and provide recommendations in areas of behavior intervention, pain management, nursing medication policies and procedures, emergency care and medical audits. Quality improvement studies are conducted to help identify "best practices" that will ultimately result in cost containment and improved resident safety. Studies are also conducted in areas of distribution to identify ways to improve the systems of medication labeling, delivery and security.

Publications

The department, in conjunction with P&T, is responsible for revising and publishing the "Formulary". The "Formulary" is a continually revised list of pharmaceuticals and medication related policies, procedures and information that represent the clinical judgment of the physicians, pharmacists and other health care professionals in the diagnosis and/or treatment of disease and promotion of health.

Psychological Services

PROGRAM HIGHLIGHTS

The Psychological Services Department is committed to providing state-of-the-art support services that maximize the quality of life of the individuals living at Central Wisconsin Center (CWC).

In keeping with this commitment, annual skill and progress assessments are provided for all individuals living at CWC, and behavior intervention services are provided for each individual who has been identified by their interdisciplinary team as in need of these services. In addition, community technical assistance and workshops are provided to support individuals with intellectual disabilities (ID) currently living in community settings. Psychological Service Department staff serves in the Employee Assistance Program (EAP) and as Peer Crisis Intervention Counselors (PCI).

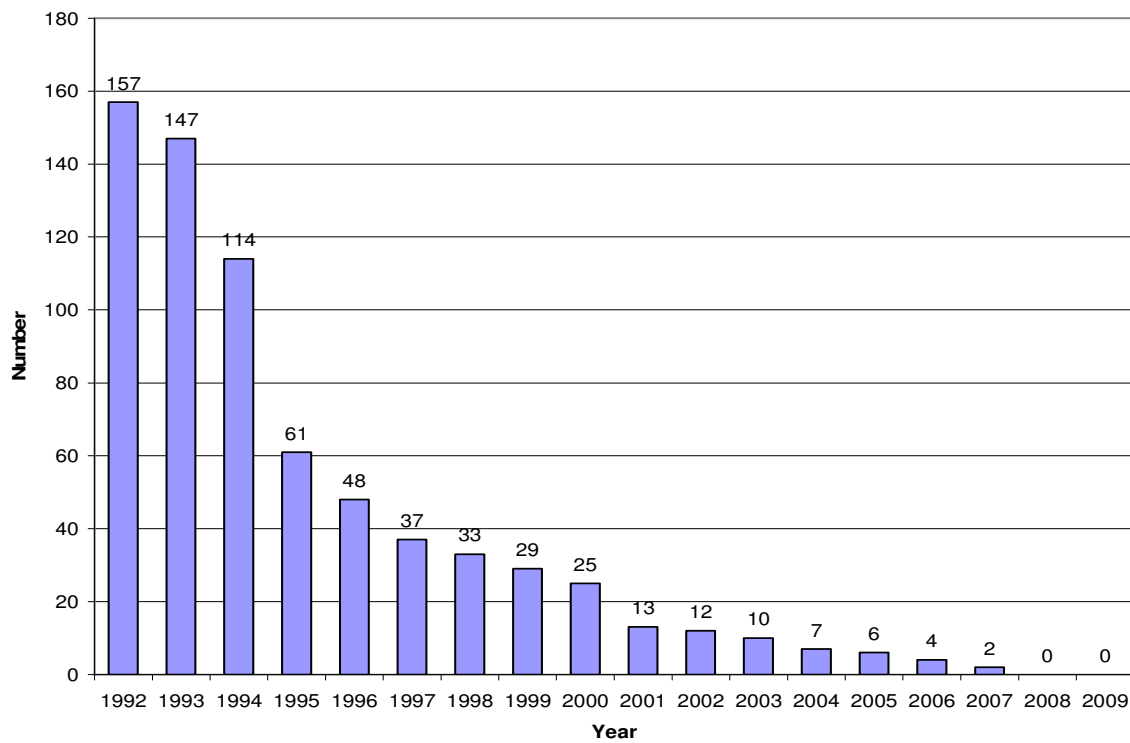
The Psychological Services Department consists of the Director of Psychological / Program Services, seven Psychologists / Associates (6.3 FTE), and four Psychological Service Assistants (4.0 FTE).

Psychological Services Department initiatives include:

- Assuring that all integrated behavior intervention plans are derived from a detailed assessment of behavior function
- Assuring that all integrated behavior intervention plans have functionally equivalent replacement behaviors that can be substituted for the identified problem behavior
- Providing direct training to help individuals acquire functional replacement behaviors
- Providing assessment and monitoring of all individuals who are at risk for accidental or intentional ingestion of nonnutritive substances
- Monitoring and investigating all peer-to-peer incidents and developing recommendations for reducing peer aggression
- Developing interventions that maximize the individual's independence and quality of life and limiting use of restrictive interventions such as behavioral restraint usage (see TABLE V below)
- Providing competency-based training and algorithms to facilitate comprehension and accurate implementation of intervention procedures
- Promoting integration of Medical, Psychiatric and Psychological Services for individuals with problem behaviors through an integrated review and planning process referred to as Integrated Bio-behavioral Reviews
- Updating and refining training curriculums for new employees
- Integrating Psychological Services across CWC's short-term care programs
- Identifying ways to reduce staff injuries stemming from aggressive behavior demonstrated by individuals living at CWC
- Assessing adaptive behavior and cognitive skills to assist interdisciplinary teams in identifying appropriate learning objectives for the people living at CWC
- Supporting the organization's efforts at quality improvement through implementation of a "systems" focused model
- Providing training in the Personal Safety Techniques utilized by CWC employees

- Providing supervised learning opportunities for masters and Ph.D. candidates in the UW-Rehabilitation Psychology program.
- Sharing evidence-based practices with other professionals via state and national conferences

Table V
Individuals with Behavior Restraint
FY 1992- FY 2009



Quality Improvement Department

PROGRAM HIGHLIGHTS

Central Wisconsin Center (CWC) has been immersed in Quality Improvement since the mid 1990's, using a variety of approaches to improve the care we provide to the individuals we serve and make CWC a great place to work. The focus of the work is to continually improve processes for the benefit of the individuals who live and work at CWC.

The Quality Improvement Department worked with teams from across CWC on several initiatives to address our strategic goals:

- Satisfying our Customers
- Making the Center A Great Place to Work
- Creating our Future
- Improving our Organization

Satisfying our Customers



Our customers include the people who live here as well as their parents and guardians. Teams undertook several projects to improve customer satisfaction at CWC including:

- The satisfaction of 30 residents was determined during a pilot of a newly updated Resident Satisfaction Tool. Three caregivers for each resident completed a survey to determine the resident's satisfaction. The overall satisfaction score on the survey was 8.3 out of 10. The data from this survey will be used to refine the 2009 survey and to make improvements. The team expanded the 2009 process to include all care providers on for the resident. Survey findings will be reviewed at the individual's Annual Review and action plans developed to improve.
- A small team developed a standard list of questions for all Parent-Guardian Satisfaction surveys. The team updated the surveys with custom questions unique for each of the three areas: Medical Short Term Care Unit (MSTCU), Short Term Assessment Unit (STAP), and the Long-Term Program. Central Wisconsin Center continues to receive high scores from the on the surveys with the current average score on each of the surveys for the period ending June 2009 is 4.9 out of 5 for the Long-Term Care, 4.7 for MSTCU and 4.5 for STAP.
- There were several projects developed to improve health care services provided. One key project was to improve our infection control practices such as hand washing. Through a program of training and observations, the team has achieved an 89% compliance rate. Many health care organizations have a 40 to 50% compliance rate so our work has been a great success.
- Throughout the year, work has been done on the challenging issue of measuring the effectiveness of the services we provide. The Qualified Mental Retardation Professionals (QMRPs) have developed a new process to enter codes into their training goal tracking system to assess progress on training goals. This will allow us to gain a better understanding overall on how we are doing on our training goals.

Making the Center a Great Place to Work

Central Wisconsin Center would not exist without excellent employees so making CWC a great place to work is very critical to our quality improvement journey. Some of the projects to make CWC a great place to work included:

- 385 employees completed a 2008 Employee Satisfaction Survey. Our overall satisfaction score increased from 2007 from 3.75 to 3.79 on a scale from 1 to 5 where 5 is very satisfied. Each living unit participated in follow-up sessions to identify actions that could be taken to improve. Each unit developed an action plan for improvement.
- Several new measures were developed to understand our turnover rate -- how many people hired are still working at the Center one year later. A new Exit interview process started to understand the reasons why people are leaving CWC. The initial results show the key reason people leave CWC is for health reasons, either their own health or the health of their family members.

Creating Our Future

For many years, CWC has not admitted people to our Long-Term program. Several years ago, we began to expand services to meet the short-term needs of residents in Wisconsin with intellectual disabilities. Increasing partnerships and collaboration with others will allow us to share resources and leverage our expertise with others.

- Our current strategic plan ends in 2009 so a team has been leading the development of an updated plan. Overall 300 employees participated in focus groups to gain share their perspective on our strengths and weaknesses as an organization as well as the future directions we should be taking. Over sixty employees at CWC reviewed this information at a Strategic Planning Retreat Day held in early June 2009. The team will complete the development of the strategic plan in late fall.
- Our new customers, Managed Care Organizations, participated in phone interviews to gain a better understanding of their needs for our services. The data gathered from this process will help us create a marketing plan.
- A team is working on redesigning on Short-Term Assess Program processes with a focus on reducing wait times for admission and refining processes to improve care. A team reviewed all processes and looked for opportunities for improvement. The STAP redesign team is now implementing the recommendations for improvement.

Improving Our Organization

For many years, CWC has been engaged in Quality Improvement, developing ways to improve processes and services. In early 2008, a new quality improvement department was started with a Director hired to oversee quality improvement at all three centers (Northern, Southern and Central Centers) and Quality Improvement Coordinator to lead work at Central Wisconsin Center. Highlights of the work this year include:

- Over 35 staff participated in the development of an application for the State's Quality Award, called the Wisconsin Forward Award. We submitted a 50 page application in January 2009. In May 2009, eight Wisconsin Forward Award examiners met with teams and talked with staff to gain a better understanding of our organization. We recently found out that CWC will receive the Wisconsin Forward Award at the Mastery level at a reception on August 11, 2009. [ADD GRAPHIC WFA RECEPTION]
- Six System Management Teams, Health, Quality of Life, Human Development, Environment, Planning, and Workforce Support and Development, created team charters, developed 22 measures and led quality improvement efforts to improve the services offered at the Center. A Stoplight Report was developed to show the progress over time on the measures. Teams participate in a new process to share updates on the measures at a monthly meeting of all System Management Teams.

	Description	SMT	Update Frequency	Last Update	Desired Direction	Current Value	Goal	Status (Click on Color for Graph)	Follow-up
P/G Survey - LTC Overall Satisfaction	The average score on the question "I am satisfied with the living arrangements".	QOL	Semiannually	6/30/09	↑	4.92	4.90		Overall measure to be developed by Parent-Guardian Satisfaction Survey work group because the team does not feel this completely measures overall satisfaction with the LTC service.



Qualified Mental Retardation Professionals

PROGRAM HIGHLIGHTS

Qualified Mental Retardation Professionals (QMRPs) serve as the case managers for individuals living at Central Wisconsin Center (CWC). QMRPs are responsible for developing, coordinating, integrating and monitoring Individual Program Plans (IPP) to assure quality outcomes consistent with treatment approaches. QMRPs review all IPPs on a quarterly basis to update and modify the training programs as necessary. There are twelve QMRPs on staff at CWC.

QMRPs also participate as members of the interdisciplinary teams on the two community-oriented admission programs at CWC, the Short-Term Assessment Program (STAP) and the Medical Short-Term Care Unit (MSTCU).

As part of the QMRP Department's ongoing commitment to improve the quality of life for the people who live at CWC, the department has been practicing a new approach to developing the IPP. By using person-centered planning, the interdisciplinary team focuses on how to personalize and improve the services and supports for people who live at CWC. QMRP Department members continue to refine and implement these techniques into the interdisciplinary team process.

The QMRP Department has also taken a leadership role in developing and piloting the Resident Satisfaction Survey. This tool allows interdisciplinary teams and team members to take a measure of a person's satisfaction with the services and opportunities provided by the Center. While this tool is under revision, it remains an important method for enhancing the quality of life for the people who live at CWC.



Rehabilitation Services

PROGRAM HIGHLIGHTS

Organization

The Rehabilitation Services Department provides Physical Therapy (PT), Occupational Therapy (OT), Respiratory Therapy (RT), and Rehab Technology services to individuals living at Central Wisconsin Center (CWC). The department consists of the Director of Rehabilitation Services, one Office Operations Associate, 9.9 Physical Therapy positions, one Physical Therapy Assistant, 9.75 Occupational Therapy positions, 4.85 Occupational Therapy Assistants, nine Respiratory Therapy positions, and six Orthopedic Appliance Technicians.



In its sixteenth year as a Wisconsin Medical Assistance (MA) Provider, CWC generated \$32,893.18 in MA reimbursements during FY 08-09. Medical Assistance is billed for the splint devices used at CWC, and the seating systems and splint devices for outpatient clients. In February of 2005, Physical and Occupational Therapy began billing community clients for outpatient services rendered; CWC generated \$3,561.85 in reimbursements for FY 08-09. Private insurance, if available, continues to be billed for all adaptive equipment for both CWC and outpatients. Income obtained from private insurance in the last fiscal year was \$5,023.45.



CWC Services

Therapy Services

The Rehabilitation Services Department continues to provide quality physical, occupational and respiratory therapy services to individuals who live at CWC and those admitted through the Medical Short-Term Care Unit (MSTCU) and Short-Term Admissions Program (STAP).

TABLE VI
Therapy Services

	Occupational Therapy	Physical Therapy	Respiratory Therapy
Services Provided	FY 08-09	FY 08-09	FY 08-09
Short-Term Care – Active Treatments	240	201	1812
- Consultations	1572	1584	
- Referrals Received	231	228	49
- Completed Referrals	228	224	47
CWC – Active Treatments	6812	5388	52727
CWC – Consultations	5892	3264	
CWC – Referrals Received	273	286	100
CWC – Completed Referrals	281	293	101

Rehabilitation Technology Services

The Rehabilitation Technology Laboratory provides seating systems, positioners, and orthoses for individuals living at CWC. The Lab continues to provide services to individuals who reside in the community on an inpatient and outpatient basis. Prior authorizations for seating systems / wheelchairs were submitted for five clients.

TABLE VII
Rehab Lab Orders Completed

	Rehab. Orders Completed
Miscellaneous	1085
Orthoses	12
Seated Positioning Systems	26
Prone Positioners	2
Community Seating Systems	15
Seating / STCU	3
Miscellaneous STCU	169
Orthoses / STCU	5
TOTALS	1317

STCU = Short-Term Care Unit

Student Training Programs

Occupational Therapy Student Program

OT provides training for individuals who are enrolled in OT and OT Assistant Programs. Over the past fiscal year, four Level II OT Intern completed 12-week affiliation. One level II OT Intern

completed eight-week affiliation. Nine Level I Interns completed their one-week affiliation. Two OT Assistant Students completed their requirement for their Level I fieldwork.

The student coordinator presented a four hour lecture and demonstration on Normal Oral Motor Development to 19 MATC students. This is part of the students Level I Fieldwork experience.

The student coordinator presented a one hour lecture on Occupational Therapy in Developmental Disabilities to students in the Introduction to Occupational Therapy Class at the University of Wisconsin-Madison

The student coordinator is the University of Wisconsin-Madison representative to Wiscouncil.

The student coordinator participated in the 2009 Advisory meeting for University of Wisconsin-Madison.

Contracts for student affiliations remain in effect with the following schools: University of Wisconsin-Madison (UW-Madison), Western Michigan University, Mount Mary College, Washington University, St. Ambrose College, Concordia University, MATC, University of Minnesota, and University of Wisconsin-Milwaukee (UW-Milwaukee) and University of Southern California. A new contract has been set up with UW-LaCrosse.

Physical Therapy Student Program

PT continues to provide training for PT and PT Assistant Interns. Thirteen PT students have participated in the training program, including one intern for ten weeks, seven Interns for eight weeks, one Intern for seven weeks, one Intern for five weeks, two Interns for four weeks, one Intern for two weeks and one PT Assistant Intern for 112 hours and one for 40 hours. Thirteen PT Interns and two PT Assistant interns successfully completed clinical affiliations.

Thirty-eight second year UW Physical Therapy students; 1 hour orientation to PT and OT treatment at Central Wisconsin Center (done in 3 groups of 12-14 interns; 8 staff involved). Contracts for student affiliations were renewed or remain in effect with the following schools: UW-Madison, Marquette University, Washington University, Northwestern University, Mayo School of Health Related Sciences, Chicago Medical School, Concordia University, Maryville University, Quinnipiac College, Carroll University and Blackhawk Technical College's Physical Therapy Assistant Program.

One physical therapist has been nominated for a two year preceptorship from the UW-Madison.

Respiratory Therapy Student Program

From September 2009 to December 2009, 29 second-year Madison Area Technical College students participated in the Respiratory Therapy Program; each spent one day observing and assisting the respiratory therapists. The contract with Madison Area Technical College to provide this one day clinical observation practicum has been renewed. Provided three hours of clinical training each to 15 nursing students from Herzing College over a six week period in 2009.

Services Provided to Community Agencies

OT, PT, and RT spent a total of 1,096.5 hours providing training and consultation to: parents, guardians, and individuals involved in community transition and planning issues, UW-Hospital

and Clinics during swallow studies, Botox and orthopedic appointments, community-based vocational programs and bus companies.

Services Provided to CWC Staff

PT, OT and RT continue to provide training to staff at CWC. Over the past fiscal year, therapists have spent a total of 365 hours in Staff Training and Development (ST&D), offering training sessions during the Certified Nursing Assistant (CNA) classes. Six hundred and forty-nine hours have been spent training Resident Care Technicians (RCT) on individual OT, PT and RT client goals and programs to be carried out in the various living units. The majority of the time was spent on competency based training. In addition, a total of 284 hours of training have been provided to UW-Rehabilitation Medicine Physicians, Registered Nurses (RN), Licensed Practical Nurses (LPN), Program Staff, Teachers, and new Rehabilitation Services Department employees.

PROJECTS AND TRAINING

PROJECTS

Staff Training and Development

Occupational and Physical Therapy staff continues to be involved in the CIP/CNA training with ST&D. Training material is updated throughout the year to meet the CNA certification requirements and to adjust to the learner's needs/feedback. Annual Arjo lift training is done for all direct care employees using a short video annually at the same time as the Face Forward and Focused for Falls Prevention video. New Employee Orientation had a third day added to it which focuses on safety, Rehab staff present an overview of CWC's safety AO 3.31 which includes our current Safe Patient Handling Policy and a lecture on creating a culture of safety.

Prevention of Falls Committee

The Prevention of Falls Committee is an interdisciplinary committee made up of Rehab staff, nursing and resident living. The committee met multiple times in the last year to review fall data, list of individuals wearing HipSavers and their falls, to draft the CWC's Falls Prevention Program, share new research articles related to Falls Prevention in long term care, and to work on developing a fall rate for falls at CWC that include the number of individuals injured when a fall occurs. The falls prevention video, "Falls in Developmental Disabilities" is shown to all new RCTs and to all direct care staff in living units where there are ambulant individuals. It has been recommended to show the video annually to all CWC living unit staff at the same time "Face Forward and Focused for Falls Prevention" is shown in the spring.

Prevention of Fractures Committee

CWC's Fracture Prevention committee is an interdisciplinary group (nursing, physicians, Rehab staff, Dietitians and Unit Directors). The primary focus of the committee work in the last year was organizing a trial of Vibration Therapy to see if bone mineral density could be improved. There was also about our interdisciplinary approach to fracture treatment and the interdisciplinary checklist for teams to utilize following a fracture to ensure best practices are implemented. The checklist is still in draft form.

Vibration Therapy Trial

For three months in 2009 Rehab Services did a trial treatment program for improving bone mineral density using a high frequency low magnitude vibration. Three individuals participated in the program, standing five days a week, ten minutes/day, on the vibrating platform. All three

individuals tolerated the standing. Pre and post heel ultrasound testing was done to determine BMD. Over an eight week period improvement was seen in two of the three individuals. At this time the project has been stopped due to improved vitamin D during the summer months and we will reassess re-starting it again in the fall for the winter months.

Creating a Minimal Lifting Environment

In FY09 CWC continued to purchase safe patient handling equipment in an effort to minimize manually lifting of individuals and reduce risk of staff/resident injury. Toward this effort ten new floor lifts were purchased, nine with power arms and scales, four new ceiling lifts with power assist hanger bar, one used Sit/Stand lift, three 2-point hanger bars to allow for lifting residents with a repositioning sheet when a regular sling is contraindicated, and many new repositioning/friction reducing sheets. We continue to explore new equipment to assist with resident movement, a Rifton Solo lift was demonstrated and tried in April but was not considered useful with individuals at CWC. We are also working with Arjo to design a repositioning sheet that can be used with our current 4-point ceiling lifts rather than with a 2-point hanger bar.

The CWTF (Center-wide Task Force) continues to do monthly review of all resident handling injuries, quarterly assesses injury trends by cause and living unit, and coordinates injury prevention projects that target areas of increased injuries. Some of the living units are now doing their own injury analysis as part of their new Culture of Safety and direct care staff has more opportunity to give input on the solutions to prevent future injuries and on equipment to be purchased.

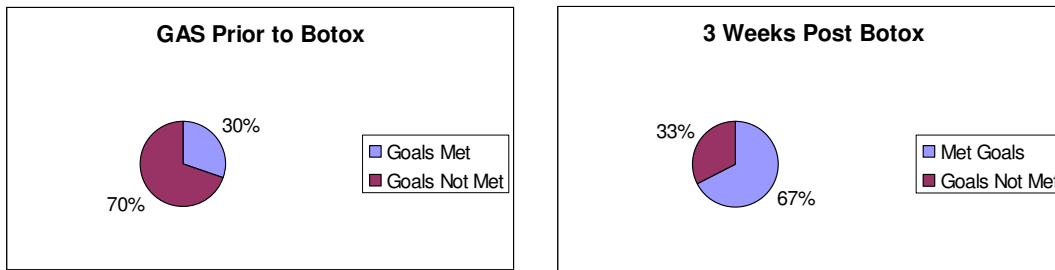
Culture of Safety on the Living Units and in Departments

In the fall of 2008 Culture of Safety committees were piloted in two living units, they were well received by staff and increased direct care staff involvement in injury prevention. Since the fall one more living unit has established a committee along with Environmental and Laundry Services. The initial focus of the committees is to educate direct care and staff at risk for injury to what a culture of safety looks like and what does it take to make these changes. These principles are taught through short videos and discussion questions in a small group setting facilitated by one of the direct caregivers. Another key component has been to track potential injury problems and their solutions as they are implemented so staff can see the progress they are making. While the education goes on the committee meets on a regular basis to review injuries and implement prevention plans. The committees are made of an interdisciplinary team led by the Rehab staff. Other disciplines (Psychologist, Social Workers and Recreational Therapy staff) have also received the in-services so they are better able to participate in the problem solving meetings,

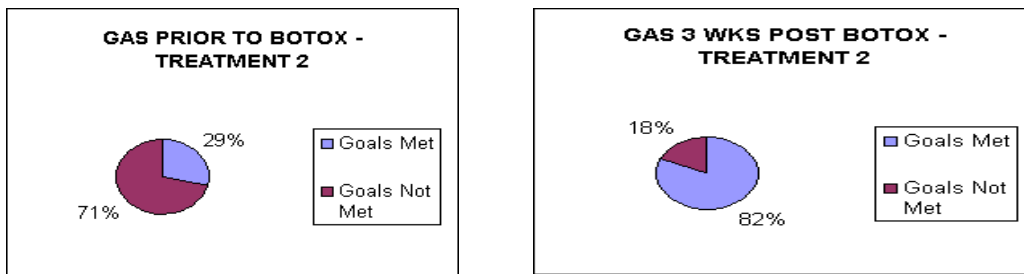
Efficacy of Botox Treatment

Starting in April 2008 the Rehab Department started collecting data on the effectiveness of BOTOX® (Botulinum Toxin Type A). The data collected is specific for each individual that has BOTOX treatment. The data sheet includes: the date of treatment, muscle groups injected, whether or not it is a new treatment, and an individualized measurable goal for that individual which pertains to the muscle group injected. The individualized goal is rated using a Goal Attainment Scale. Each goal is rated on a five point scale from -2 to +2, where 0 equals the goal being met. The goal data may be collected during therapy or daily cares. Goal data is recorded at the time of treatment, three weeks post treatment (when the maximal effectiveness of the BOTOX should be present) and at 3 months (when it is wearing off). Data collection started in April 2008 and has continued. We did our first assessment of the data in October 2008 and then again in May 2009. About 70% of the individuals receiving BOTOX show

improvement at three weeks post treatment, since April 2008. If you look at the individuals whose treatments have continued (BOTOX a second time) then the improvement goes up to 82%.



All Treatments – 33 Residents – at 3 weeks about 70% show improvement



Those receiving a second treatment – 13 residents

Emergency Manual Lifting of Residents Annual Training

Emergency Manual lifting training and check-offs of all living unit staff started at the end of January and ran thru March. Three hundred and eighty two staff were trained this year compared to 338 in the previous year.

User-Friendly PT/OT Recommendations Committee

The committee was reconvened in March 2008 to improve the readability, usability, and consistency of OT/PT recommendations for RCT staff through the use of clear, concise language and pictures. Over the last year the committee completed their work by implementing new PT Apartment Recommendations format that include consist colors for each positioning picture, standard wording for how to position someone, any exception is listed in red, and joint range motion has a standard approach that is taught in the new RCT class. Standard ROM pictures were taken and between the PT and OT there is a limit of three joint ROM for the staff to have to perform. A video was made to instruct all current staff in the new positioning and ROM formats. New PT recommendations started in January 2009. OT is also standardizing the format of their recommendations; each section will be identified by a certain color. OT continues to work with Information Technology staff to create an electronic snack list that will be more individualized than the current lists.

Mealtime Training

Inter-disciplinary Approach to Eating Programs was developed in conjunction with ST&D and the Employee Health Nurse. It consisted of three and one quarter lectures/simulations by OT staff, one hour of lecture by nursing staff and a skill verification by OT staff. The session was held three times in March and one time in June. One hundred and thirteen CWC staff as well as forty-four off grounds program staff attended these sessions.

Fitness and Wellness Activities

Rehab Services continues to sponsor fitness and trainer activities. Last year we had our trainer go out to the living units to introduce the program to more direct care staff and 40 staff signed up to work out with the trainer. We continue to maintain and upgrade a 24-hour fitness facility for CWC staff.

Work Injury Management Program

Work Capacity Screenings

A total of 107 Work Capacity Screenings were completed and all individuals passed the screening.

Work Conditioning Program

The Work Conditioning Program designed to prepare employees for return to work following an injury, served four individuals. Three employees returned to full work capacity, one employee is currently enrolled in the program.

Risk Management

Each Living Unit's Risk Management Committee continues to meet on an as-needed basis. Living Units are starting to develop separate Culture of Safety Committees to discuss staff injuries and near misses.

Job Site Analysis

Eleven job-site analyses were completed this fiscal year (13 in the previous fiscal year). Environmental modifications and equipment suggestions have been made. This process will be ongoing as areas request assistance.

All employees who have filed an incident report due to an ergonomic related problem, whether or not it results in a worker's compensation claim, continue to be provided with 1:1 job analysis, which includes reviewing the injury, job hazards, body mechanics, and other issues related to preventing a recurrence of the problem. The information covered with the employee is forwarded to their supervisor for follow-up.

Employee Fitness

This aspect of the work injury management program provides individualized preventative exercise programs to employees who feel they demonstrate areas of weakness in flexibility, strength, endurance or overall poor physical conditioning. A total of 1931.5 hours (2094 hours the previous year) were spent on preventive exercises.

The Personal Fitness Program continued with 110 total participant visits over the past fiscal year.

A total of eight Yoga classes were held during the year with a total of 73 participants.

The Fitness Newsletter continues to be published monthly on the Web (Healthy You) and is attached to the Daily Administrative Bulletin. This is produced in conjunction with the Employee Health nurse.

Work Injury Staff spent six and one half hours on fitness projects.

Equipment

Equipment purchases were made using suggestions from the individual ergonomic task forces and from discussions at the Center-Wide Task Force. Purchases will continue to be made as warranted and when funds are available. The following equipment has been purchased during the past year from Worker Compensation Funds:

Personal Fitness Trainer	Yoga Classes
Fitness Center Equipment (Mats)	Health promotion - educational materials
Arjo maxi-sky ceiling lifts (4 purchased)	Hazardous waste removal
Computer chairs	Loading dock for Food Service
Repositioning Sheets & Pivot Discs	Maxi-Move Floor Lift (10 purchased)
Sara Sit/Stand Lift	Weight Watchers Subsidies
Air Purifier for Sewing Room	Lightweight Tables & Chairs w/carts
Outdoor Pool Lift	Storage Racks for Stores
Miscellaneous Safety Equipment including cooling bandanas, gloves, hearing protection, safety glasses, rain suits, salt spreader, arm protection, safe cutters	

Research

The information in the work injury database is up to date. Requests can be made to the Data Center for queries to get certain information. A listing of all incident reports has been entered into Excel and is updated on a weekly basis to provide injury information to supervisors. This began in 10/01. Summaries of this information are available as well. Graphs of employee injuries each quarter by living unit and by cause of injury have been created and are being used to identify trends and pinpoint areas to focus injury reduction efforts. Work Injury Management staff has spent 46.5 hours over the past fiscal year keeping this injury information updated.

Religious Services

PROGRAM HIGHLIGHTS

The Chaplain provides pastoral care and support to the individuals who live at Central Wisconsin Center (CWC), individuals hospitalized, families, and CWC staff. Worship services, spirituality groups, memorial, funeral or internment services, sacraments, pastoral and grief counseling, and meditation materials are offered on an ongoing basis. Projects during the past year included, establishing a CWC Choir, which performed for the Holiday Service, a special Armed Forces Remembrance Service, and continuing the Prayer Quilt Program with the Foster Grandparents. In addition, other projects include fellowship following weekly worship in the Chapel, visits including worship opportunities at CWC by local church groups and continued community outreach. The Chaplain works with UW Hospital to provide hospital visits and to act as a liaison between the hospital and CWC. As a means of furthering community outreach, community pastors and agencies have provided backup services for CWC in the absence of the Chaplain. In addition, the CWC Chaplain and the Mendota Mental Health Institute Chaplain meet monthly to exchange materials and ideas and provide coverage for each other during absences.

Resident Living

PROGRAM HIGHLIGHTS

Resident Living provides programs and services to 270 individuals living in six living units at Central Wisconsin Center (CWC). The primary focus of resident living personnel is to assist individuals to participate actively in daily living activities, leisure activities and structured programs to enhance their independence.

Initiatives within Resident Living for this report period include:

- A Culture of Safety Committee is being organized in all living units. The members of this committee are front line employees. This committee reviews employee injuries on a monthly basis, reviews the environment and discusses ways that injuries can be prevented, determines an action plan, implements the action plan, and evaluates the progress of the action plan. Living units are in various stages of organization for this committee. The committees that are further along report that many good ideas are being generated from unit staff that is a concern and improvement in these areas will make the living unit a safer environment.
- Quality Improvements teams in each unit are addressing improvements that were generated by surveys and/or listening sessions. Items being addressed include staff input in decision making, communication and giving positive feedback, and more outdoor leisure time for individuals living at CWC. Each living unit team meets regularly to develop and initiate strategies that will improve resident care and/or employee work routines.
- A visitor desk is now located in the foyer in each living unit. Visitors are asked to sign in when visiting the CWC. Information on the many visiting areas throughout the CWC is available in the desk. There is also a feedback card available in the desk for visitors to let us know how well we are doing or improvements to be made.
- A number of ceiling lifts were installed in bedroom areas and living areas. These lifts replace the need to use the portable lifts that take up space. New ceiling lifts are purchased annually to replace the portable lifts.
- Resident Living continues the partnership with the Work Opportunity in Rural Communities to hire individuals with intellectual disabilities. Resident Living has three individuals employed through this program.
- CWC continues to partner with the Dane County Youth Apprenticeship Program to provide work experience for high school students who are in a program for certified nursing assistants. This program has been a successful recruitment initiative for Resident Living.
- Individuals in Murphy Hall are participating in increased leisure activities on the apartments in the afternoon Monday through Friday as a RCT is focusing on providing these activities.
- LU-1 Short-Term Assessment Team is reviewing and implementing changes to their present processes to continue to meet the needs of the individuals using this program.
- LU-2 and the recreation staff have worked together to develop schedules for individual programming that now extends into the early evening.
- LU-3 began weekly activities within the community for individuals living on the unit and RCTs.
- LU-4 has successfully completed the Culture of Safety Orientation. All employees working in LU-4 have viewed the safety videos and have participated in facilitated

discussions led by their peers. These discussions addressed safe work strategies with the goal of reducing employee injuries. After Action Reviews are now being held to review specific employee work injuries. The goal is to use the team approach to investigate these injuries and determine safe solutions to prevent further injuries.

- LU-5, the sewing room, and other disciplines have worked together to continue to improve the environment, clothing, and linen for individuals who are at risk for ingestion.

Social Services

PROGRAM HIGHLIGHTS

Social Work staff is the primary contact for guardians of individuals living at Central Wisconsin Center (CWC). Social Workers advocate for the best interests of the people who live at CWC, their families and their guardians. Social Workers are responsible for keeping guardians informed of changes in health status or treatment programs. The Social Worker assures parent or guardian participation as part of the CWC treatment team's decision making process for each individual. Social Work staff obtains guardian consents for release of information, immunizations, medications, medical treatments and treatment programs.

Social Workers are the primary liaison between CWC and County Human Service Department Case Managers, Managed Care Organizations (MCO) and other community agencies serving individuals living at CWC. Social Work staff assists guardian *ad litem*s by providing information for the annual WATTS Review for individuals age 14 and older who are protectively placed at CWC to ensure each individual continues to live in the most integrated environment. Social Workers assist County Case Managers/MCO's to complete the protective services yearly review for individuals at CWC.

Social Workers are the primary support for families and guardians during sickness, surgery, terminal illness and death. They facilitate meetings and an exchange of information between medical staff, families and other CWC staff. They assist with grief counseling. The Social Worker assists with arranging memorial services and the coordination of the purchase of memorial items requested by the family or guardian. They encourage and assist guardians in establishing advanced funeral arrangements and assist with the financial aspects of the transaction.

Social Workers often arrange for guardians to participate in the Annual Review process via a conference call. The opportunity for a conference call permits the parents and guardians who live a great distance from CWC to actively take part as a care and treatment team member and to ask questions and offer their suggestions.

The parent or guardian apartment, located in the Medical Short-Term Care Unit (MSTCU), continues to be used by families that must travel long distances to visit. In some cases, Social Workers also arrange for payment of travel expenses from individual personal accounts when requested by the guardian. Social Workers assist with various aspects of purchasing items for people who live at CWC.

The CWC Social Services Department consists of six Social Workers, an Office Operations Associate and the Director. All CWC Social Workers meet the certification requirements established by the State of Wisconsin Licensing Board. They continue to participate in continuing education coursework to fulfill the ongoing certification requirements.

Staff Training and Development

PROGRAM HIGHLIGHTS

Staff Training and Development (ST&D) Department serves as a vital resource link for the educational development and enrichment of individuals to maintain competency in meeting the needs of people with developmental disabilities in a variety of settings. Focusing on excellence and accountability, the department maintains current resources, explores innovative technologies and provides educational offerings to meet the learning needs of Central Wisconsin Center (CWC) employees.

Central Wisconsin Center ST&D staff currently is comprised of an Office Operations Associate, a Training Officer, 3.4 full time Nurse Instructors, 4 job coaches and the Acting Training Director.

The department continues to encourage the collaboration of all CWC departments to provide quality and accessible training opportunities. Staff Training and Development staff function as consultants, coordinators, developers and facilitators for trainings offered at CWC and in the community.

Staff training and IT Staff met with a representative of RoboHelp® to investigate the possibility of using the RoboHelp program to simplify the process of updating the Nursing Procedures and to expand accessibility of the Training database to the Living Units and other departments. The ST&D Access Training Database was created to develop attendance rosters, verify attendance and document attendance on the attendee's training record. The goal of changing to Robohelp was to expand the function to allow each employee and his/her supervisor to have access to individual training records and to generate aggregate data reports. It was a group consensus that the current Access Database is a better instrument for both the Nurse Procedure Manual and Staff Training records.

The second database was created for Nursing Procedures. This database provides the user with search features, color illustrations, identified standards of care, and a question and answer section. Staff has updated twenty-two nursing procedures utilizing the Access Database. Staff will continue to enter procedures and work toward the 2009 Goal to revise all procedures over the next two years. Priority will be given to procedures that are performed most frequently or for those that have undergone a change in practice.

Committee Work

Staff Training Development Department members actively participate in a number of CWC committees and work groups that meet routinely including Administrative Staff, Administrative Quality Team, Workforce Support and Development System, Administrative Quality Team Planning, Resident Incident Report, Emergency Care, Infection Control, Injury Prevention, Nurse Practice, Nurse Clinician 3, Charge Nurse, Joint Practice, Human Development System Team, Pain Management, Nursing Policy and Procedures, Nursing Stipend and Scholarship Program, and Pharmacy and Therapeutics. Contributions by ST&D members include the development of tools, flowcharts, forms, policies, procedures and training programs for committee review and approval. Staff Training and Development continues to coordinate a Career Development training series for employees interested in advancement and training tools on work etiquette and enhancing team function and collaboration.

In addition, Department staff participates in a number of workgroups including Medication Distribution, Controlled Substances, Forms, Nursing Directives, Respiratory Assessment, Team Function, and Wisconsin Forward Award Workgroups.

New Employee Orientation (NEO)

ST&D coordinated eight sessions for orientation of new employees in FY09. Three sessions in 2009 were expanded to three days. The third day of NEO focuses on safety, clean and dirty principals and providing effective feedback. The last session on May 26, 2009 was modified to a one day session due to only six participants. Based on feedback from evaluations and instructors, staff continues to revise and update the schedule, power point programs, audiovisual materials and lecture formats.

Curriculum Development and Changes

The Unit-Based training, for newly hired Resident Care Technicians (RCTs) has increased clinical orientation time, decreased classroom time, allowed unit orientation to begin sooner and increased unit team participation in the orientation process. Program/department disciplines have been efficient at informing ST&D of changes in assignments. Trainee feedback remains very positive about the training. During FY09, sixty one students participated in the Certified Instructional Program for nurse aides. Twenty four newly hired Certified Nursing Assistants completed orientation and specific training and skills verification to ensure quality resident cares.

ST&D has completed the required revisions to the Certified Instructional Program (CIP) for Certified Nursing Assistants to meet the updated HFS 129 curriculum requirements. The department has worked collaboratively with Resident Living and Nursing services to prepare for the increase to 32 hours of mandatory clinical unit orientation (an increase from prior years 16 hours of clinical unit orientation).

Notice was provided by Otis Woods, Division of Quality Assurance, on December 18, 2008 that the revisions to Chapter DHS 129 were approved. The program length increased to 120 hours and several new areas of instruction were added. Since approval notice was so late, this goal extended into 2009.

Our CIP program submitted a new Nurse Aide Training Program Application to the Office of Caregiver Quality prior to the deadline of May 29, 2009. The application included the entire new curriculum; listings for references/resources, record keeping, evaluations and primary instructor qualifications/applications.

Cindy Hintze, Nurse Consultant for the Office of Caregiver Quality officially notified Staff Training of the approval of CWC certified instructional program for Nurse Aides under the requirements of Administrative Code HFS 129 on June 25, 2009. This notice of approval means that our program meets all state and federal requirements for nurse aide training and is effective 08/01/09 thru 02/01/2010.

RCT Continuing Education

Two different continuing education training opportunities are offered to RCTs. The eight-hour Advanced RCT training course target audience is RCTs that have been at the Center for 18 – 24 months. This curriculum includes content on changing roles, effective listening, assertive language, team building, infection control, documentation and managing stress. The second eight-hour training offering for RCTs targets more senior RCTs and the curriculum includes topics on teamwork, professional care giving, giving helpful feedback and Abuse and Neglect Prevention experiential training. The experiential training curriculum was developed through the Caregiver Project Grant by the State. Participants engage in scripted life scenarios which are then followed by a facilitated discussion.

Nursing Orientation Program

The nursing orientation curriculum and unit nurse orientation is in the process of revision to better meet the needs of newly hired nurses and the training units. The following changes have been made based on listening sessions from the units and the new nurses:

- Medication administration is covered earlier so the nurses can apply principles learned in class sooner.
- The unit Nurse Clinician 3 (NC 3) is the contact for organizing unit orientation. The NC3 is responsible for identifying a delegate if he/she isn't available.
- Curriculum for transcribing orders has been rewritten and made available in a computer based format.
- Nurse Conferences are scheduled quarterly to get feedback about the orientation process.
- In addition, the following revisions are in process:
 - Use of scenarios carried out in a unit setting to enable trainee(s) to incorporate skills learned during orientation
 - Use of scenarios carried out in a unit setting to promote leadership and critical thinking skills
 - Developing criteria and tools to use to evaluate successful completion of benchmarks

Non-violent Crisis Intervention (NCI):

ST&D continues to coordinate the NCI training:

- Facilitated Web training on Crisis Prevention and Intervention Techniques During Transportation, for CWC and Focus staff
- NCI Refresher Training for Living Units 1 and 2
- A special NCI Training Session was developed and presented to CWC Physicians
- Nine eight-hour sessions of Nonviolent Crisis Intervention (NCI) Certification Training presented

American Heart Association Cardio-Pulmonary-Resuscitation (CPR) Training:

- Initiated update meetings to enhance instructor skills and create a forum for discussion/problem solving
- To better serve the community we have prepared an instruction scheduled to offer the greater Madison area several new options in CPR instruction at CWC.
- We have recruited participants by mailings to local healthcare specialists and facilitated the placement of CWC on the American Heart Association (AHA) web site class locator.
- In addition to renewal and certification training of staff, five CWC staff were trained and certified as Basic Life Support (BLS) instructors.

Computer Training:

ST&D continues to provide computer access and use of Novell and Enterprise, CWC intranet and internet training to all newly hired direct care employees. In FY09 ST&D provided training for 85 newly hired RCTs and 21 nurses.

To increase accessibility of all staff (24/7) to learning opportunities, ST&D has increased the utilization of web casting systems or other computer technology for training on a variety of topics:

Developed Captivate® interactive computer training for nurses:

- Transcribing Orders Section 1: General Guidelines
- Transcribing Orders Section 2: New Orders
- Transcribing Orders Section 3: Discontinued Orders
- Transcribing Orders Section 4: Verifying Accuracy
- Medication Administration: Introduction to Medication and Treatments
- Medication Administration Section 1: Unit Dose
- Medication Administration Section 2: Cart Security and Controlled Substances
- Medication Administration Section 3: Preparing and Passing Medications
- Documentation Section 1
- Primary Nurse Documentation
- Comfort Management for RNs and LPNs
- Comfort, Rest and Sleep
- Measuring, Height, Weight, Urine
- Responding to Emergencies
- Transferring a Resident to the Short Term Care Unit

The Career Development series

To promote retention and career advancement, ST&D and Human Resources continue to offer on a quarterly basis the Career Development Workshops.

The Career Development series is designed to assist staff at CWC to search and prepare for promotional opportunities. Session topics included Finding the Right Job, Interviewing, Job Applications and Professional Resumes. Forty One employees took advantage of one or more of the sessions in 2008-2009 year. It is planned that these sessions will be offered routinely as ongoing curriculum.

The Coaching and/or Effective Communication Training offerings have been expanded and the three day workshop is now open to coaches, supervisors and other interested leaders.

Twenty-two employees participated in the sessions in FY09. Staff Training will continue to offer this program throughout 2009.

Staff Training and Development Smart Goal for 2009:

Pericare and hand hygiene will be performed when and how it is taught (per policy) 90% or more of observations by December 30, 2009

Present Status:

- ST&D continues to collect data on hand hygiene and pericare utilizing a skill verification tool in use since 2008 citation. The data is recorded and graphed to identify and document improvement percentages.
- Though improvement utilizing the skill verification tool appears modest, the process of pericare is now better understood by staff, and those participating in train-the-trainer are more comfortable and effective in rendering feedback.
- ST&D continues to present Train-the Trainer Pericare workshops to Registered Nurses,



Licensed Practical Nurses, Unit Directors, and Resident Care Supervisors. All but 22 of the above noted staff have participated in the training.

- Job Coaches have trained and remediated over 300 RCTs on pericare skills.
- Handwashing is discussed with a return demonstration of skills in the Certified Instructional Program (CIP) for Nursing Assistants, New Employee Orientation (NEO), Certified Nursing Assistant (CNA) orientation, and Nursing orientation program.
- The infection Control section of Resident Care Technician (RCT) 2 Advanced Training has been updated to reflect our pericare goals and reinforce infection control guidelines for personal protective equipment to ensure preparedness in dealing with current and future H1N1 influenza outbreaks.
- ST&D continues to serve in a liaison roll between unit supervisory staff, and unit RCT and nursing staff and to verify and remediate skills as needed.
- Nursing Procedure Manual Policy 8.19 – Pericare policy is current.
- Infection Control Manual Policy – Hand Hygiene policy is current.

Community Partnerships

Offering annual Tardive Dyskinesia Training workshop is an example of sharing CWC's resources and expertise with the community. Twenty four participants attended the workshop held September 2008.

Expanded training offered to the community to include other education offerings.

- CPR is presently being offered to participants living in the greater Madison area. In 2008-2009 CWC offered six classes with 26 total participants.

Staff Training and Development coordinated two Madison East CNA clinical training sessions in 2007/2008 for 22 students. Living Unit 4 was the training location and Trudy Hermsmeir RN was the clinical instructor.

Continuing Education opportunities for staff that utilize expertise of professionals and establishes liaisons within the community are coordinated by ST&D.

Central Wisconsin Center continues to partner with Southern Illinois University School of Medicine, Division of Developmental Disabilities to participate in interactive videoconferences monthly on relative topics. One hundred sixty-four employees attended the eleven four-hour training sessions provided this year:

Coordinated Guest Lecturers

- Hepatitis A&B: Transmission and Prevention (presented by Christy Tezak, sponsored by Glasco Smith Kline 7/17/08): 24 attended
- Attention Deficit Hyperactivity Disorder (Presented by Dr. Mary Dominski 7/23/08): 23 attended
- Pregabalin (Presented by Dr. Robert Nott, sponsored by Pfizer and hosted by James Blachowicz 8/29/08): 22 attended
- Pediatric Immunization (Presented by Cristy Tezac, sponsored by Glasco Smith Kline 9/16/08): 13 attended
- Delirium and Dementia in Developmental Disabilities (presented by Dr. Marcus, 11/13/08): 31 attended
- Vagal Nerve Stimulators (Presented by Ellen Smith, sponsored by Cyberonics, hosted by Sheila Midgett 3/24/09): 15 attended
- Antiepileptic Drugs (Presented by Barry Gidal, sponsored by UCB Pharmaceutical, hosted by Charise Dunn 4/7/09): 15 attended

- Lacosamide—Vimpat (Presented by Dr. Michael Smith, sponsored by UCB Pharmaceutical, hosted by Charise Dunn 5/7/09): 18 attended

Coordinated Training for Physicians, Nurses, Pharmacists and Dietitians.

- Sept. 3, 2009: Ulriki Dieterle's presentation on "Internet Search for Evidence Base Practice" 33 participants
- Aug. 13, 2008 Managing Microvascular and Macrovascular Complications of Diabetes 39 participants
- Sept. 4, 2008 The Role of Blood Glucose Monitoring in Diabetes 27 participants
- Nov. 6, 2008 Selecting Right Insulin Delivery Systems 29 participants
- Dec. 11, 2008 Preventing Medication Errors Associated with Insulin Therapy 25 participants
- Feb. 5, 2009 Managing Diabetes in Older Adults 28 participants

Training Activities

Major training activities during this year included:

<u>TITLE</u>	<u>LENGTH</u>	<u>PARTICIPANTS</u>
New Employee Orientation	24 hrs	159
Nonviolent Crisis Intervention Certification	8 hrs	90
Nonviolent Crisis Intervention Refresher	4 hrs	40
Certified Instructional Program for Community/MMHI	101 hrs	0
Certified Instructional Program for RCTs	184 hrs	61
Instructional Program for CNA's	77 hrs	24
RCT 2 Advanced Education	8 hrs	35
RCT 2 Continuing Education	8 hrs	49
RCT skill competency check-off	3 hrs	73
Nursing Orientation		
RN Orientation	27 – 103 hrs	13
LPN Orientation	48 - 96 hrs	8
Nursing competency check offs	.50	46
First Aide	8 hrs	9
Healthcare Provider Renewal (AHA)	3 hrs	136
Healthcare Provider Beginner	8 hrs	29
New Instructor Training	16 hrs	5
<u>Computer-based</u>		
Fire Prevention	0.3 hrs	553
Face Forward and Fall prevention	0.3 hrs	245
Infection Control	0.3 hrs	551
Preventing Abuse, Neglect & Misappropriation of Property	0.5 hrs	761
Evacuation plan	0.3 hrs	396

Take Your Child to Work Day

PROGRAM HIGHLIGHTS

The 15th Annual Take Your Child to Work Day was held on April 23, 2009, in Murphy Commons from 0800-1200. There were 32 children in attendance with ages ranging from 8-15.

The day's events began with an introduction presented by Dr. Bunck. The day included structured activities with the opportunity to visit different areas of Central Wisconsin Center (CWC). The early morning activities included: making "hand hygiene" buttons, learning the "Star Spangled Banner" in sign language, followed by a morning break of cookies and milk. The late morning tour included: Occupational Therapy Clinic – splint making, Pharmacy, Food Service, Music Therapy Drum Circle and the work site for individuals living at CWC.



- Time with teacher/ grandparent
- Choosing hair and clothing accessories
- Relaxing in swimming pool
- Upbeat people who make me smile
- Anything purple
- Bubbles
- Brushing teeth
- Grouchy people



A pizza lunch was provided for all participants and their parents following the morning activities. The participants had the option of spending time learning about their parent's job during the afternoon or returning to school. Of the 32 children in attendance, 19 participated in job shadowing staff for 4 hours in the afternoon.

Feedback was very positive! The majority of the participants look forward to the program every year. This is an opportunity for family members to learn more about CWC and the individuals who live and work here.

Therapeutic Recreation

PROGRAM HIGHLIGHTS

The Therapeutic Recreation (TR) Department provides a wide variety of services and activities for individuals living at Central Wisconsin Center (CWC). The program assists individuals to acquire and maintain social, physical, cognitive and emotional skills through methods of therapeutic programs and leisure experiences. The services are designed to meet the needs and interests of individuals living at CWC through a diversified program of activities, both within the facility and in the community.



The TR Department employs nine therapists, three teachers, sixteen therapy assistants, and one recreation leader for individuals who receive residential services at CWC. During the past year one recreation therapist retired, and one adult teacher retired. A new Recreation Therapist was hired in January. During the summer of 2009, CWC employed seven special activity helpers to assist in the programs.

NEW INITIATIVES

“Like It” Reaction Scale

As part of the Human Development Systems Management Team, the TR Department has participated in the pilot project of the “Like It” reaction scale. The scale was developed to rate an individual’s reaction to an activity at CWC. The scale is used during Centerwide events. Examples of the activities include: Sharing of Talents Events, Ethnic Meals, Centerwide Special Events and Music Therapy sponsored HeartStrings program. The scale is a measuring tool that has staff state the reaction of the individual to the activity. There are five choices to rate the overall impression: Loved it, Liked it, Neutral, Did not like it, and Sleepy. Feedback from the pilot of this scale has been positive. The Human Development Systems Management Team tracks data generated from this scale by event, and separates the information by individual.

Dining Experiences

Special themed meals continue to be a favorite activity of those who live at CWC. Knowing this, the department has put effort into providing an increase in the number of different dining experiences both within the facility and in the community

During the past year the TR Department has sponsored a Thanksgiving Holiday Meal, Mardi Gras/Fat Tuesday meal, April Fool’s “Breakfast for Lunch” meal, and a 1959 Themed “Burger and Fry” meal. These meals are offered to individuals from every living unit and are held in a large gathering area or outdoors. Some of the meals are held during the evening hours to allow those that attend contracted day programs an opportunity to participate. The Like It Scale is used at each event to provide feedback to the Human Development Systems Management Team.

In May of 2009, a new program began, called "Dining Out." The program provides up to seven individuals a lunch outing at Old Country Buffet. The trips take place twice each month. The popularity of this activity is increasing; staff from several departments are participating in the outing with individuals from their living unit.

Digital Photo Frame

The TR Department has purchased a digital frame to display photos of individuals living at CWC. The photos will be of recreation and leisure activities. The frame will be located on the main desk of the lobby in the Administration Building. The frame will help CWC celebrate all of the positive events that take place within the facility and in the community. The photos will be available for viewing by all to highlight unique events and activities of CWC. Our main lobby is often the first place new employees, families and friends visit. Photo consents were provided by guardians for this project.

Creative Scheduling

During the spring of 2009, the TR Department worked with other adult program departments to begin a project of offering "creative schedules" for the people they serve. The project was completed in three phases.

During the first phase group meetings were held with staff representing each living unit. There were nine individuals with two primary goals: maximize resident program opportunities within the program unit and maximize resident program opportunities with other living units. During the second phase volunteers within the department were placed into two focus groups. The groups were facilitated by members of the Music Therapy Department. The groups discussed possible changes for the summer, non-negotiable items for all schedule changes, and possible changes for future schedules. After the focus groups met, a schedule was drafted by the Therapist Supervisor. This was introduced at a departmental meeting as the third phase of the project. The schedule was piloted during the summer of 2009.

Friday Morning Movie Series

During the summer of 2008, the TR Department began showing movies in the Arthur Hall Friends and Family Visiting Room. The movie of the week is posted each Friday in the Daily Administrative Bulletin. The movie begins at 9:30 am and is open to everyone who lives at CWC. As part of the 50th Anniversary Celebration, the selected movie has been an original or remake of a movie from the 1950s and 1960s.

Long-Term Therapeutic Recreation Services

As part of the Adult Programs provided in the living units, staff provides regularly scheduled recreational programs to individuals over the age of 21. TR staff also provides recreational services to school aged students.

Each staff person provides six contact hours per day and is responsible for providing recreation services. The services are designed to meet individual needs and interests through a diversified program of activities. Staff provides recreation and leisure activities as a way to work on essential life skills. Staff integrates Individual Program Plan (IPP) objectives and replacement behavior goals into each program. A wide variety of activities are offered throughout the year. These activities include sports, music, board games, aquatics, spirituality, sensori-motor activities, computers, self-image, cultural and ethnic activities, arts and crafts, money

management, horticulture, culinary, hobbies and clubs, socialization, leisure and community experiences.

Approximately 192 individuals who live at CWC receive active therapy services. The department provides services to all people who live at CWC by offering special events, evening and weekend programs, aquatics, holiday parties and leisure activities. There are five therapists, three adult teachers and twelve therapy assistants providing services in MH, LU2, 3, 4 and 5. Individuals in these units received 34926 hours of program this past year. Of this amount, 2195 hours were programs provided during the weekend or evening times.

Able Program

The TR Department continues to provide a full-day program in Building 6. The program was named this year, A Better Life Experience (ABLE). This program was designed to assist individuals in a transition of programs into the community. During the past year, 20 individuals have participated in this program. Eighteen people received a full day program. One person was transitioned into a contracted day program, and one was added from referral listing. Seven people remain on the referral listing. One individual from Living Unit 1 West attends the program on an intermittent basis with 1:1 staffing from the living unit. There are two Therapists, two Therapy Assistants and six Residential Care Technicians who work in this program. This program provides training in: meal time experiences, activities of daily living, recreation, social skills, mobility skills, community, and leisure/recreation skills. Other programs provided include: Music Therapy, Adult Vocational Therapy Services, Adapted Physical Education / Lifetime Sports, Spirituality and Physical Therapy.

People receiving programs in the ABLE program received 13,948 hours of program. Of this amount 765 hours were programs provided during the weekend or evening times.

Short-Term Services

The TR Department provides programs to both short term programs: Medical Short-Term Care Unit (MSTCU) and Short-Term Assessment Program (STAP). The services consist of assessment, functional intervention, leisure education and recreation participation services.

A total of 162 individuals in the MSTCU program received therapeutic recreation services this past year. A total of 17 individuals in the Developmental Evaluation Center (DEC) received therapeutic recreation services in the past year. The individuals in this program were provided 2787 hours of active program services. The Recreation Therapist, Therapy Assistant and Recreation Leader assigned to this unit provide evening programs and weekend programs, to total 1125 hours.

A total of 20 individuals in STAP were assessed this past year. The individuals in this program were provided 1420 hours of active program services. The unit received 279 hours of evening and weekend programs in the past year. A Recreation Therapist and Therapy Assistant work in this program. The Recreation Therapist covered MSTCU program for approximately 4 months.

Training Provided

Tours of the TR Department were provided to both community-based staff and CWC staff. Therapeutic Recreation participated in several Center wide tours as requested.

An introduction to Program Services was provided at New Employee Orientation for five new classes, once for CWC Thursday Night Volunteer Program, and once for a Training Day for LTE- Special Activity Helpers.

A full day training session was provided to community residential day programs in the community entitled "So, Now What Do We Do". The session was attended by thirty-five participants from various program settings from around the state. Staff from Music Therapy, Adapted Physical Education and Therapeutic Recreation departments provided the training. Sessions included training in music, adapted sports and games, arts and crafts, dining experiences, sensory activities and community outings. This was held in coordination with Community/Social Services Department.

Therapeutic Recreation Internship Program

The Therapeutic Recreation Department is a site for students to fulfill their internship requirements for a degree in Therapeutic Recreation. This past year, four affiliates from UW- La Crosse, one being a graduate student, completed their internships at CWC. The students are required to fulfill a 640 hour (40 hour/ 3 month) internship, as well as complete a major project that provides useful contributions to the agency. During the past year the interns have completed a remodel of the Multisensory Environment with program plans, an Art Club with an art sale of the individuals work (with proceeds going towards the people who live here), and a Community Integration Program for an individual who lives here. The department will continue to network with UW-La Crosse and other universities to promote our agency as an internship site.

Special Events

Centerwide Events

Staff organizes and implements CWC-wide events each year. These events offer a variety of games, activities, refreshments and often feature local entertainment. Events in the past year included, but were not limited to: Family Picnic, Camping trip at MacKenzie Environmental Center, Haunted House, Halloween Costume Party/Dance, Halloween Themed Sensory Room with "Scary Movies", Veterans Day Event, Santa Night, Holiday Parties, Casino Event, Zor Shrine Circus, Valentine's Day Dance, 1959 Summer Celebration event, and other organized special events such as seasonal and holiday parties, birthday parties, special meals, ethnic meals, picnics, cultural activities and other events. The Like It Scale is used at each event to provide feedback to the Human Development Systems Management Team.

Sharing of Talents

The Therapeutic Recreation Department provides monthly "Sharing of Talents" evening events. These CWC-wide events are funded through the CWC Service Auxiliary. Area performers provide the entertainment for these events. Performers this past year include: Tony Rocker "Elvis", Eugene Fortune "Singer, Drummer, Guitar, Extraordinaire," Skip Jones, Marcy and the Highlights, Karen Wickham "Patsy Cline," Ladies Must Sing, Sun Prairie High School Band, Pepper and the Classics, and Duane Keys. The Like It Scale is used at each event to provide feedback to the Human Development Systems Management Team.

Community Outings

The TR Department continues to provide individuals receiving services at CWC opportunities to take trips to experience recreational and leisure activities in the community. The trips are typically provided on a one-to-one staff to participant ratio. During the past year, over 96% of individuals receiving residential services at CWC participated in trips. The remaining individuals

were unable to attend due to fragile medical conditions or positioning concerns (e.g., participant utilizes an ortho-cart for transportation and at present time we are unable to transport on a van or bus). For this report period there were 4374 individual trips for individuals who receive residential services at CWC. This is an increase of 415 trips from the previous report period.

During the past year a decision was made to have individuals with tracheostomies attend trips with a respiratory therapist or a nursing staff. Staff schedule trips and request staffing to assist with the outing. TR staff are no longer required to receive certification on tracheostomy care for outings. A Licensed Practical Nurse is employed to assist the department with outings, so more individuals can participate in trips.

Shopping Trips

The TR Department provides individuals living at CWC opportunities to spend personal funds in the community. A bus departs CWC four days each week, with an average of five individuals, each assisted by a staff member. These outings are to local shopping centers and stores, with the purpose of shopping and spending participant's personal funds. For individuals unable to participate in the trips due to medical or positioning reasons, staff provides opportunities to spend personal funds at CWC: such as the General Store, vending machines, book sales, etc.

Explorer Scout Program

Central Wisconsin Center has five individuals in the Explorer Scout Program. The scouts meet two evenings each month. The first monthly meeting is a business meeting designed to work on badge achievement. The second monthly meeting is a community outing organized by the scouts to work on program objectives. During the summer months, the Explorer Scouts participate in two outings per month.

The objectives of the program are:

- Fitness – Improve the cognitive and emotional abilities of each scout.
- Career – Awareness of careers through tours, speakers and demonstrations.
- Service – Develop within each scout the desire to help others and increase the knowledge of the basic rights of others.
- Social – Enhance social skills through group interactions.
- Citizenship – Teach scouts about our American heritage and awareness of our local community and government.
- Outdoors – Increase scout's knowledge of the outdoors and ways to protect our environment.

The Explorer Scouts host an Annual Hot Dog Sale as a fundraiser. Proceeds from the sales are used to pay for annual fees and supplies for the program.

Individuals of the Explorer Scout Troop completed work to earn their service badge.

- Scouts participated in a pet supply collection this past winter, donating items to the Dane County Humane Society. The Scouts took part in making posters, collecting at each unit site and delivering the items to the Humane Society.
- The Scouts assisted the CWC Neighborhood Committee with the outdoor flags. For an evening activity the group went outdoors and placed all of the flags along the Center sidewalk. This project was coordinated with Steve Saager, from the Grounds Crew.

Some of the other activities include participating in adapted games and community outings. During the past year the Scouts visited local parks and events featuring bands, including concerts at Monona Terrace and Olbrich Gardens; they took a Halloween Trolley Ride around the campus, stopping at Katherine Wells Park to tell ghost stories; and they went to the Olin Park Holiday Light Show.

Transportation Services

PROGRAM HIGHLIGHTS

Community Integration

Staff at Central Wisconsin Center (CWC) continues to provide individuals a number of leisure/and recreational off-campus activities in the Madison area. Three transit companies provide transportation for community integration and shopping trips: FOCUSCORP, Successful Work Options (SWO) and Madison Metro. CWC also maintains a fleet of four wheelchair-accessible vans, a mini van, and one fifteen-passenger van. The mini van was replaced at the end of the year. Central Wisconsin Center uses vehicles from the Department of Administration (DOA) fleet, which are kept at Mendota Mental Health Institute (MMHI).

A total of 3959 individual trips were provided for individuals who live at CWC during the past year. Staff continues to utilize the TRIPS database to collect community integration information. This database assists with information that pertains to the number of outings each individual is offered on a monthly basis and the number of hours spent away from CWC for leisure activities. This database also documents the type of activity and location that was offered on these trips. Staff uses the database to track the number of outings per participant and to track the variety of destinations. Information from the TRIPS database is used in the CWC Stoplight Report for the Human Development Systems Management Team. The team reports the average number of trips per resident, each quarter. The target number of outings is six per quarter. During the past year the average was 5.8 per quarter. Staff track outings that were canceled due to resident health, winter and summer weather cancel days due to medical policy, and trips canceled due to bus company needs,

Some of the diverse destinations included this past year are Lake Geneva to visit Animal Gardens and Dancing Horses, North Freedom Train Ride, the Mustard Museum in Mount Horeb, Monona Terrace for evening concert series, several Wisconsin Dells Attractions, IMAX Theater in Fitchburg, hay rides and pumpkin patch at the Trienen Farm in Lodi, Circus Museum in Baraboo, and a great variety of parks, museums, and shopping centers.

Central Wisconsin Center continues to participate in the DNR Air Quality Advisories. The advisories are reported by the DNR as a public service. To help reduce emissions leading to ozone formation and fine particle pollution, the DNR recommends reducing driving when possible. On days that this advisory is in effect, individuals do not attend recreational activities in the community. The advisories for particle pollution are also to advise sensitive groups to remain indoors; the groups include the elderly, children and anyone with a heart or lung condition.

Contracted Day Service Transportation

Four of the five Contracted Day Service Programs currently provide transportation for the individuals residing at CWC who receive year-round programs. CWC contracts with four agencies: FOCUSCORP, Successful Work Options (SWO) and Madison Area Rehabilitation Centers (MARC South, East & West) to provide transportation to and from programs. MARC West provides transportation for the MARC South program and the Pathways program.

Medical Transportation

During the past year, 853 trips were made for medical reasons, such as outpatient appointments, emergency care or hospitalization. Transportation was provided by: CWC

Vehicles, Curtis Ambulance Service, Ryan Brothers Ambulance Service, 911, Alift Transportation, and Para-Tech Ambulance, a new vendor this past year.

Volunteer Services

PROGRAM HIGHLIGHTS

The Volunteer Services Program works in conjunction with various community organizations and businesses to provide quality volunteer services for the individuals who live at Central Wisconsin Center (CWC).

Mission

The mission of volunteer services is to continue to develop and coordinate appropriate voluntary services for the individuals who live at CWC through center-wide and community collaboration. We will continue to promote CWC as an integral component of society, as a valuable learning resource, as well as a qualified DHS facility, and home to people with intellectual disabilities.

Staffing

The Volunteer Services Department consists of the Volunteer Coordinator and a full-time Operations Program Associate.

Volunteers

Central Wisconsin Centers' greatest asset is the CWC Service Auxiliary, a non-profit organization of volunteers, with a voluntary Board of Directors dedicated to improving life opportunities for the people who live at CWC.

Throughout the year the Auxiliary sponsors fundraisers as well as the Sharing of Talents and The Thursday Night Volunteer Program. The Auxiliary holds biannual meetings with CWC's Director, Deputy Director and Volunteer Services staff to determine the funding of programs, receive reports and updates and discuss new ideas. This group was founded in 1968.

Ways to Volunteer at Central Wisconsin Center

- Direct Volunteers work directly with individuals by assisting in programming or as an adjunct to daily activity. Volunteers in this capacity report to an immediate supervisor before beginning each shift.
- Indirect Volunteers assist the Office of Volunteer Services or other offices with projects but do not have direct contact with individuals.
- Event Volunteers come to CWC for a specific event, such as Santa Night, school project, CWC special events and community service activities.
- Foster Grandparent Program for volunteers age 60 and older. Foster Grandparents provide one-on-one interaction for individuals. They earn a tax-free stipend and travel allowance.
- RSVP is the Retired Senior Volunteer Program. This program is administered by RSVP of Dane County. Volunteers must be 55 or older. Most of these volunteers work in the "Coupon Room" cutting and counting Campbell's labels for Education and General Mills' Box Tops for Education.

- Thursday Night Volunteer Program: Volunteer participants include students from area high schools, colleges, service clubs, local businesses and other individuals from the surrounding area. The program offers tremendous benefits for those who participate. The volunteers participated in structured events, including art work, dances, concerts and shows. The total number of service hours has been 2,005 hours for the Thursday Night Volunteer Program.

Fundraisers

The Auxiliary sponsored the Annual Golf Outing at The Meadows in Waunakee. The event netted \$2,568.00. The Auxiliary also sponsored the Annual Bazaar where they netted \$1,473.00.

Other fundraisers, outreach projects, discount offerings and socials take place throughout the year. They include: discounted tickets to Noah's Ark, Collection of Campbell's "Labels for Education: and General Mills' "Box Tops for Education" and Entertainment Books, Sam's Club discounted memberships, Annual Family Picnic, Tours, Speeches and Presentations, Volunteer Fairs, and Take Your Child to Work Day.

COMMUNITY SERVICES PROGRAMS

Contracted Day Service Program

Development Evaluation Center

Medical Short-Term Care Unit

Outpatient Dental Clinic

Short-Term Assessment Program

Transition to Community Living Services

Contracted Day Service Programs

PROGRAM HIGHLIGHTS

Off-campus day service programs are provided for 61 individuals through contracts with four different providers who utilize five different work sites. The current providers / sites and the numbers of individuals enrolled as of June 30, 2009 are as follows:

- FOCUSCORP - 29
- Successful Work Options – 25
- Madison Area Rehabilitation Center East – 3
- Madison Area Rehabilitation Center West – 3
- Pathways of Wisconsin – 1

Individuals served in these programs receive a six-hour program day for 245 days each year. Transportation is provided by the agency that has contracted with CWC to provide the Day Services Programs.

Inclusion in the Contracted Day Service Programs occurs via referrals from the Individual Interdisciplinary Team (IDT) with the support of the guardian. The IDT identifies two agencies they feel would be appropriate settings for the individual. The two agencies then conduct an assessment and submit an individualized service proposal. The unit team then selects the proposal that will best meet the needs of the individual.

A two-tier payment system exists to facilitate enrollment of individuals who have medical/nursing needs or specialized staffing needs due to challenging behaviors. Currently, a higher daily rate is paid for ten individuals who present challenging behaviors, and ten individuals that require the presence of a Registered Nurse (RN) at the contracted program site.

The individualized service plans that are developed as part of the contracting process are monitored by a Case Manager at the contracted agency site and also by the individual's Qualified Mental Retardation Professionals (QMRP) at CWC. QMRPs attend annual review meetings at the agency and conduct regular visits to the contracted program site to assure that the identified services are being provided. Contracted Program staff attend the Annual Review meeting held at CWC, sharing summary information on the individual's participation and activities at the day program, and participate in planning for the upcoming year.

Contracted Day Program providers must comply with ICF-MR regulations and are visited by licensing surveyors each year. In addition safety and infection control inspections are provided by CWC on an annual basis

Development Evaluation Clinic (DEC)

PROGRAM HIGHLIGHTS

The Development Evaluation Clinic (DEC) provides a clinical inpatient evaluation program and consultation and training services to clients statewide.

Requests for five-day DEC evaluations come from a variety of sources. Most referrals come from case managers, but referrals this past year also came from parents, schools and physician offices. For the past several years, evaluations have been limited to two per month. Clients are frequently scheduled in advance due to the number of referrals to the program. During the past year, 32 referrals were received from eleven counties. Sixteen pre-admission screenings were completed.

The DEC Coordinator provides all case management and coordination of evaluations, staffings, and follow-up services. Evaluations, which are accomplished by CWC staff, most frequently include medical, genetic, dietary, education, psychological, psychiatric, occupational therapy, physical therapy, audiology, recreation and communication. Staff physicians and medical residents from the University of Wisconsin Hospital-Rehabilitation Medicine Clinic have become an integrated part of the program.

A total of seventeen clients received comprehensive evaluations during ten, five-day evaluation periods. The DEC program served two children and fifteen adults this year.

Comments received about the program have been overwhelmingly positive, reflecting appreciation of the opportunity to have all assessments completed at one time, the professionalism of the evaluation team and thoroughness of the staffing and written reports.

Medical Short-Term Care Unit

PROGRAM HIGHLIGHTS

The Medical Short Term Care Unit (MSTCU) serves and supports individuals with mental retardation, intellectual disabilities and on-going medical needs who live at Central Wisconsin Center and within the community.

For individuals living at Central Wisconsin Center (CWC), Medical and Nursing Services are provided during acute illness, recovery from surgery or during periods in which supportive nursing or other services are needed to meet complex health care needs. Some of the complex health care needs include administration of intravenous fluids and intravenous antibiotic therapy, administration of supplemental pain medication, and administration of supplemental oxygen and respiratory monitoring. Seventy people living at CWC were admitted to MSTCU during the past year.

The MSTCU continues to support the specialty clinics held at CWC; GYN Clinic, Epilepsy Clinic, Podiatry Clinic, Optometry Clinic, Pulmonary Clinic, Orthopedic Clinic and bone density studies.

For admissions from the community, the multi-disciplinary team in the MSTCU provides diagnostic, evaluative, treatment and planning services as well as post-operative care.

There were 32 referrals to the MSTCU from the community this past year. The services requested continue to be complex and staff intensive. There were a total of 162 individuals from the community served within the MSTCU. Some individuals were served more than one time. Four individuals required extended stays over three months in duration.

Short Term Care for Physical Assessment

One hundred and forty-nine individuals were provided physical assessment services this fiscal year. Significant medical, nursing, and therapy concerns are addressed during the one to two week stay. Services provided in this program include dental examination and cleaning; dietary consultation; occupational, physical, speech, respiratory, and recreation therapy assessments; equipment review; and medical evaluations, with laboratory work and immunizations. UW Hospital/Clinic out-patient appointments and consultations with medical specialists are often completed during an individual's stay in the MSTCU including: appointments for Botox/phenol injections, swallow studies, gastroenterology, orthopedics, neurology, ears, eyes and throat.

Central Wisconsin Center's Rehabilitation Technology Department made wheelchair-seating systems for a number of clients. During the admission these systems are adjusted or modified to meet the changing positioning needs of the individual. New seating systems, orthotics and hand splints continue to be provided for people in the program.

Short Term Care for Evaluation and Treatment

A total of thirteen individuals received evaluation and treatment services. Length of stay is generally three to twelve weeks. Evaluation is provided by multiple disciplines. A treatment plan is developed and clients receive active treatment in therapy and programming. The goal of the program is to facilitate positive change in areas to improve health and functioning. A number of clients are admitted each year requiring post-surgery rehabilitation. Requests for admission to

address wheelchair-seating system issues have remained a vital part of this program. With all admissions, training and follow-up services are provided. As a part of discharge planning for certain individuals, hands-on training, active treatment videos/DVDs, as well as follow-along services were offered to therapists, school personnel, case managers, caregivers, and family members. Treatment videos/DVDs have become an important tool that is used by families/caregivers and their community supports. Families/caregivers are able to review the training via the video/DVD and use the information to train new staff.

Survey

Satisfaction surveys are routinely sent out to the families/guardians and caregivers involved with the individuals served in the MSTCU.. The return rate for the surveys was 82 percent. Overall, participants in the MSTCU were very satisfied with the services received. A new satisfaction survey was developed. It will be implemented in July 2009.

Student Training

A graduate student in the George Williams College of Aurora University School of Social Work participated in a year long internship and received in the field training and supervision by a MSTCU Social Worker.

Expansion Plan

Central Wisconsin Center continues to support the future expansion of the MSTCU Program. The remodeling project for Murphy Hall East has been approved. This project will support additional admissions from the community. A tentative completion date for the remodel is the fall of 2010.

TABLE VIII ADMISSION CASE STATISTICS

NEW CLIENTS	5
PHYSICAL ASSESSMENT ADMISSIONS	149
EVALUATION AND TREATMENT ADMISSIONS	13
CARE AND TREATMENT ADMISSIONS	0
PARENT/AGENCY TRAINING	23
DISCHARGE STAFFINGS	162
SCREENINGS	19

Outpatient Dental Clinic

PROGRAM HIGHLIGHTS

The Outpatient Dental Clinic provides dental care and treatment to people with developmental disabilities who reside in the community. The clients are individuals who formerly lived at Central Wisconsin Center (CWC), as well as Northern Wisconsin Center (NWC) or Southern Wisconsin Center (SWC). The number of people seeking dental care is growing constantly.

Outpatient clients are usually seen every six months. Treatments include exams, cleaning and prophylaxis, x-rays, restorations and extractions. There were over 140 outpatient appointments during the year.

Billing is submitted to Medical Assistance, through Electronic Data Systems, for all dental treatment. Again this year, the clinic has generated over \$4000.00 in reimbursements.

Short-Term Assessment Program

PROGRAM HIGHLIGHTS

Central Wisconsin Center's (CWC) Short-Term Assessment Program (STAP) completed six and one half years of service at the end of the fiscal year. The program is located in Stevens Hall East (Living Unit 1). The goal of the STAP is to support individuals with severe disabilities and complex psychiatric/behavioral issues who are currently living in a community setting. During an individual's stay, treatment interventions may be tried, but the primary objective is a comprehensive, integrated assessment of the individual with treatment recommendations for discharge. The interdisciplinary team works closely with support staff and professional staff in the community with follow-up services available. The recommended length of stay in the STAP is approximately 28 days. The STAP works closely with the Medical Short-Term Care Unit (MSTCU) and the Development Evaluation Center (DEC) to coordinate short-term care services.

The following disciplines provide interdisciplinary assessments:

- Medical/Nursing services
- Psychiatric Services
- Behavioral/Psychological Services
- Physical Therapy
- Occupational Therapy
- Therapeutic Recreation
- Music Therapy
- Speech Therapy
- Dietary Services
- Educational Services
- Adaptive Physical Education
- Vocational Services
- Pharmacy Services
- Other specialized services upon request

A total of 21 individuals were served in the program during the fiscal year.

Additional characteristics of the individual served during the fiscal year includes:

- Gender: 15 males and 6 females
- Ages: range from 7-45 years old, with the average age of 14.2 years old

During the fiscal year, the STAP launched a Quality Improvement Project, focusing sub-committee work on four program areas:

- Develop Client Block Scheduling
- Addition and Redesign of the Goal Setting Meeting
- Redesign Admission Day interview process
- Redesign of Weekly Meetings

Transition to Community Living Services

PROGRAM HIGHLIGHTS

Six adults moved from Central Wisconsin Center (CWC) to community residences during FY09. All of them moved to the community with Community Integration Program (CIP 1A) funding. Three individuals moved to Adult Family Homes and three moved to Community Based Residential Facilities.

Significant transition activity occurred for another seven people living at CWC. Social workers accompanied three guardians on visits and four guardian visits to potential community residential sites were made with county staff. Several other guardians attended an open house arranged by Milwaukee County at a Community Based Residential Facility in Racine. Assessments by provider agencies were completed on three individuals. There is one transition scheduled for fall of 2009.

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